An Introduction to Microsoft Outlook E-mail

And a List of Top Ten Tips for MS Exchange for the Mac and Windows.

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Revised on: November 17, 1997
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Special Thanks

This manual was created for use by NIEHS personnel and was created from portions of various on-line source documents by the following individuals:

http://www.niehs.nih.gov/guide/msxchg.htm
by Jack Field

http://www.niehs.nih.gov/lsp/dertlsp/exchange/contents.htm
by Sharon S. Hite

http://www.niehs.nih.gov/Connections/Archives/Arch96/nov96/exchange.htm by Sarah Welna

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Preface

AN INTRODUCTION TO ELECTRONIC MAIL

What is Electronic Mail or EMail?

Electronic mail is the use of a network to transmit text messages, memos, and reports. Users can send a message to one or more individual users, to a predefined group, or to all users on the system. When you receive a message, you can read, print, forward, answer, or delete it.

Are there different types of Electronic Mail?

Yes. Not only are there different applications used to send and receive email such as MS Mail, VAX Mail, Eudora, etc., but there are different network servers which handle the electronic correspondence such as the MS Mail servers, the VAX, the Internet, Compuserve, America Online, Prodigy, etc.

What are the advantages of Electronic Mail?

EMail is very fast. A message you send from one side of the world can arrive at the other side in a matter of minutes under the right conditions. Also, if a file exists on your computer you can normally send it as email either by copying the contents of the file into your mail message or by attaching the file to the message as an attachment or enclosure.

What problems exist with Electronic Mail?

Currently, the principal problem is one of security. The method used to transmit information across networks in not yet secure. Perhaps in the near future a method of security will be implimented but until then it is the responsibility of each user to make their message secure by using encryption programs.

Also, there is a problem of document exchange. Various email applications handle attachments or enclosures in a variety of different ways. ***Because of that, a user cannot always be certain that their attachment can be received properly by the recipient***. Find out what mail application your intended recipient is using before sending the document as an enclosure.

What are some examples of Electronic Mail addresses?

Each address is specific to the type of network and mail package being used:

- On the VAX at NIEHS we use a person's username, such as: FIELD1
- On MS Mail at NIEHS we select a user's name from the Global Address List: Field.Jack
- On the Internet (SMTP) you must know the person's full Internet address: field1@niehs.nih.gov
- And on other networks like Compuserve you need to know the user's account on that system: 73004,560@compuserve.com

Microsoft Exchange Requirements and General Information

If you have MS Exchange loaded on your work machine, you obviously meet the minimum requirements of the program. This information is provided for the curious or those who wish to have it loaded on their home machines as well.

PC SYSTEM REQUIREMENTS

80486 CPU or Higher	RAM	HARD DRIVE
MS Windows V.3.1	8MB Minimum 16 Recommended	12MB Minimum 20 Recommended
MS Windows for Workgroups V.3.11	8MB Min 16 Recommended	12MB Minimum 20 Recommended
MS Windows 95	12MB Minimum	10MB
MS Windows NT V.3.5.1	16MB Minimum	12MB

MAC SYSTEM REQUIREMENTS

68030 CPU or Higher	RAM	HARD DRIVE
Mac	12MB Minimum 16 Recommended	10MB Minimum
PowerMac	16MB Minimum 24 Recommended	12MB Minimum

MS Exchange Features

- Ability to import your current MS Mail messages into MS Exchange
- A single messaging server supports PC and Mac (Future: POP and IMAP etc.) for faster, more dependable delivery
- Supports digital signatures and encryption of messages
- Roving connections allows users to sign in from any location on the network
- Support for retriving on-line service email such as Compuserve, America On-Line, etc.

- Support for multiple AutoSignatures (add personalized signatures automatically at the end of your messages)
- Support for WWW hyperlinks to launch your web browser
- Support for attached files, messages, and objects (such as programs)
- Able to export, import, and transfer personal address book distribution lists
- Permits others to send or receive messages on your behalf
- Allows users to grant permission for others to access their mail
- Supports personal, public, and off-line folders
- Provides ability to customize columns and layout
- Able to click column header once to sort, twice to sort in reverse

Some MS Exchange Definitions

INBOX: Stores all incoming messages, bold text indicates unread messages

INBOX ASSISTANT: A tool for processing and responding to incoming messages automatically as they arrive

OUTBOX: Temporarily stores outgoing messages until delivery

DELETED ITEMS: Stores deleted messages until they are permanently deleted

SENT ITEMS: Stores messages that have been sent

OFF-LINE FOLDERS: Snapshots of server folders that you can use when working off-line

OUT-OF-OFFICE ASSISTANT: A tool for processing incoming messages automatically and sending an automatic response when you are out of the office

ATTACHMENT: A file, message or object that appears either as an icon with a filename underneath or as an embedded or linked object

Remote E-Mail Connection

REMOTE MAIL ACCESS: MS Exchange supports dial-in or remote network connection and delivers only the messages in your Inbox or you can selectively syncronize off-line folders

OFF-LINE SUPPORT: MS Exchange permits the user to work off-line when the network is down or when working remotely

PERSONAL ADDRESS BOOK: MS Exchange allows you to download a copy of your personal address book to your computer so you can copy to your home or portable system or simply make a backup

Text Formatting

- Supports Rich Text Formatting for copying to and from MS Word, MS Excel, MS Powerpoint, etc.
- Supports all truetype font styles, sizes, and colors within the email message
- Supports left, center, and right text alignment and tabs
- Built-in customizable spell checker

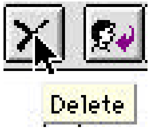
Introduction to Microsoft Exchange

A List of Top Ten Tips for MS Exchange
for the Macintosh and Windows Environments

Help

Help, which is available at all times in Exchange, is very informative. Any time you are stuck, go to Help on the toolbar. Either look at the manual or choose Search for help under a specific word.

Tip #1 TOOL TIPS:



If you prefer using a mouse but you do not know what a particular button does, move the cursor over the button and let it linger there for more than a second. A small Tool Tip will appear telling you what that button does before you click on it.

Also, if you do not know how to use a command or a button, click on the Help button. Then move the cursor (which now has a smaller question mark attached to it) to a button or drop down menu command and click on it. A Help screen will open up giving you assistance with that command.

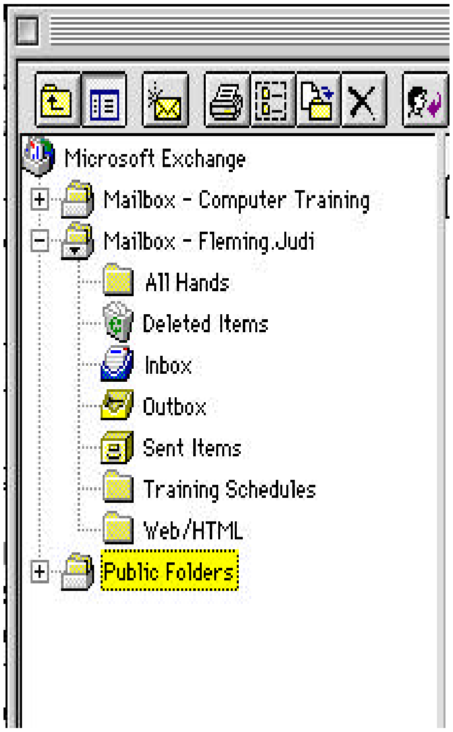
The General Layout and Look

Mailboxes and Folders

(http://www.niehs.nih.gov/lsp/dertlsp/exchange/viewer/mailbox.htm)

Exchange Mailbox

Each Microsoft Exchange user has a mailbox which has been set up by the Exchange administrator. This mailbox is named Mailbox - Your Name. This mailbox resides on the server and stores your electronic mail. It consists of four main folders (which cannot bedeleted).


Microsoft Exchange
Mailbox - Computer Training
Mailbox - Fleming.Judi
All Hands
Deleted Items
Inbox
Outbox
Sent Items
Training Schedules
Web/HTML
Public Folders

- **Deleted Items** folder - Holds any deleted messages until you delete them permanently.
- **Inbox** folder - All incoming messages are stored in this folder. Any unread messages will appear in bold. You can use the
- **Outbox** folder - Stores any messages you are sending until they have actually been sent. Once they have been sent, these messages are automatically moved to the Sent Items folder.
- **Sent Items** folder - Stores messages you have sent.

The Exchange mailbox at NIEHS is stored on the server MrFrench. The maximum size of the mailbox is 5 Meg in size. Therefore, you should try to move all messages that you wish to keep from these folders to Personal folders.

Personal Folders

When Exchange was installed on your computer, a set of folders was set up for you to store all the messages you want to keep. This folder has been named Personal Folders by default. If you click on the +, you will see all of your personal folders listed. The information here is stored on your hard drive in a file called username.PWL where username is your network user ID. This file is usually located in either your Windows or Exchange directory.

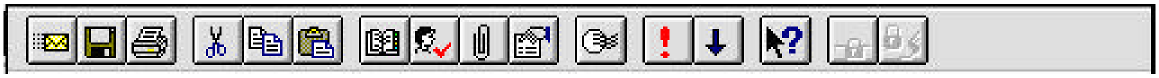
Public Folders

These are folders stored on the server and available to all Exchange users. Certain groups have access to certain folders, while other can access only the NIEHS folder. See Appendix for what is available on the NIEHS folder that may interest you.

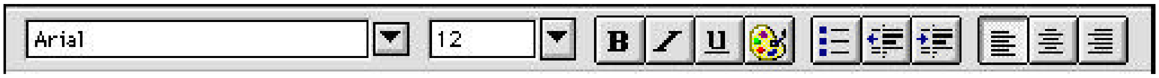
Composing a Message

Tip #2 TOOLBARS:

MS Exchange has in the ***New Message*** window two toolbars. A Compose toolbar:



and Formatting toolbar.



If either or both of these toolbars are **not** visible, go to the ***View*** command in the menu and select the toolbar that does not have a check mark beside it. This will make the toolbar visible and accessible.

The Compose toolbar contains the buttons that will let you Insert a File, Check Names, bring up your Personal Address Book, request a Receipt, set Priority, and several other features. Below is a description of all the buttons for this toolbar:

Send button - Close the message and move it to the outbox.

Save button - Save the current message to the Inbox. The message will appear with no name in the From column.

Print button - Print the message to the default printer.

Cut button - Copy the selected text or objects to the clipboard and delete it from the message.

Copy button - Copy the selected text or objects to the clipboard but do not delete it from the message.

Paste button - Past text or objects from the clipboard to the message.

Address Book button - Open the address book window.

Check Names button - Check the names in the To:, Cc:, and Bcc: boxes to make sure that they are valid. This will only check that they are in your global address list or personal address book, or that the syntax

Insert File button - Attach or link a file into the message.

Properties button - View or edit message properties

Read Receipt button - Request notification when the recipient opens your message.

Priority High button - Flag the message as urgent.

Priority Low button - Flag the message as low priority

Help button - Display help information about an item on the screen.

Seal Message with Encryption - Seals a message so that only the specified recipients can read it. This feature is not currently enabled.

Digitally Sign - Signs a message so that recipients know that the message came from you and was not tampered with after you sent it. This feature is not currently enabled.

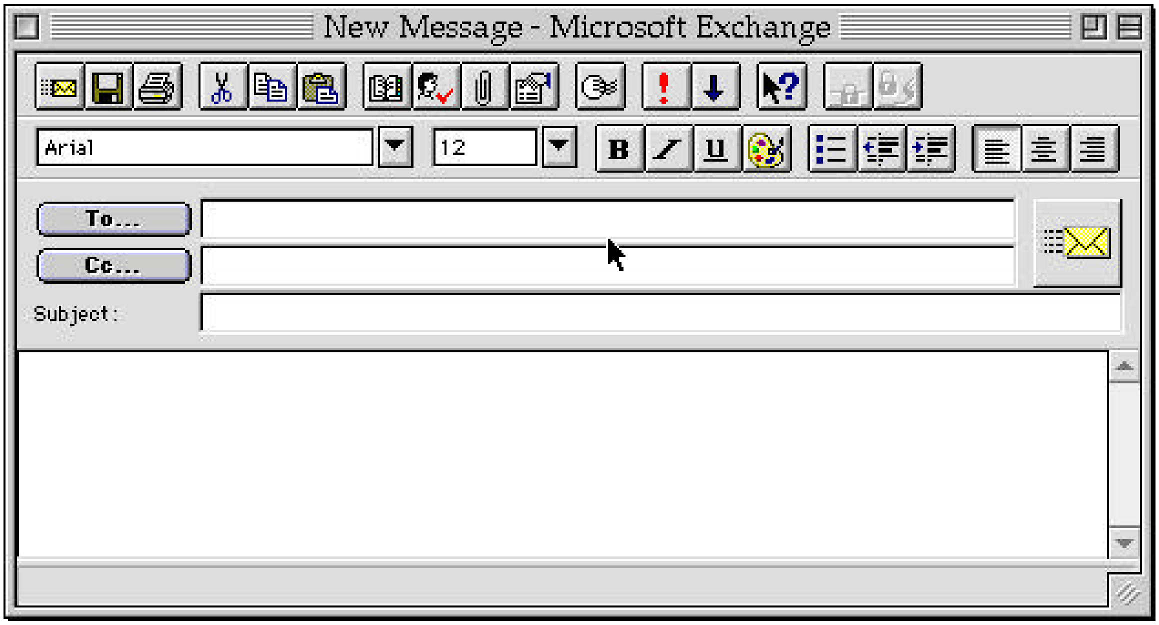
Tip #3 CREATING A NEW MESSAGE:

There are at least three ways to create a New Message.
One, click on the File command and then click on the New item from the drop down menu.

Two, hold down the PC Control key or Mac Command key and press N.

Three, click on the toolbar button that has a button with an envelope with sun rays streaming from its upper left corner (shown below).

1. Click New Message button



Tip #4 QUICK E-MAIL NAME LOOKUP:

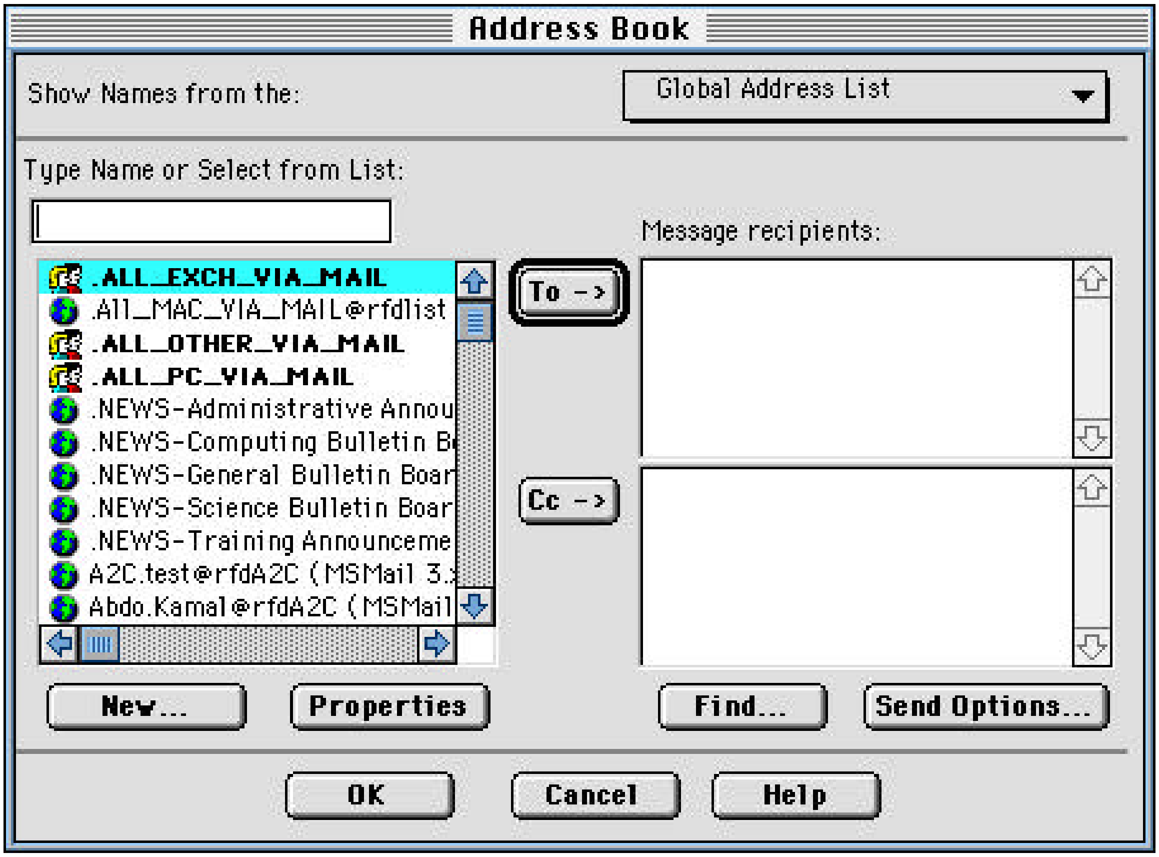
The best tip learned so far in MS Exchange is when you want to enter someone's name on the **To:** or **CC:** line of a new e-mail message.

Simply type a few letters of the person's last name and press **Control-K** (or on the Mac **Command-K**). MS Exchange will locate the name. If the name is unique, it will automatically pop up in the **To:** or **CC:** line; if it is not, it will open a window that will display a list of names that contain the full names of those that have those first few letter of the last name in comman and then you can select from that list.

If you'd like to send to a list or several individuals without this short-cut:

1. click To... or Cc..., select names

(You can choose from the Global Address List, Personal Address Book, or other source from the pull-down menu in the top right hand corner.)


Address Book
Type Name or Select from List:
.ALL_EXCH_VIA_MAIL
.All_MAC_VIA_MAIL@rfdlist
.ALL_OTHER_VIA_MAIL
.ALL_PC_VIA_MAIL
.NEWS-Administrative Annou
.NEWS-Computing Bulletin B
.NEWS-General Bulletin Boar
.NEWS-Science Bulletin Boar
.NEWS-Training Announceme
A2C.test@rfdA2C (MSMail 3.
Abdo.Kamal@rfdA2C (MSMail
To ->
Cc ->
Message recipients:
New...
Properties
Find...
Send Options...
OK
Cancel
Help

Show Names from the: Global Address List

3. In ***Address Book*** screen, double-click name(s).

4. Click To... or Cc..., then click **OK**.

5. In the ***Subject*** box, type the subject of your message.

6. Type your message.

7. Check spelling. Choose ***Tools***, ***Spelling*** from the menu or set option to automatically check spelling in all messages.

Editing a Message

In the message area, type in your message. You can use basic text editing commands to edit the message as you type.

Position the insertion point	Click the mouse button where you want the insertion point to be or move the arrow keys to place the insertion point to the desired location.
Select (or highlight) text	Drag the mouse pointer over the text to be selected or move the insertion point to the beginning of the selection and hold the shift key down as you move the insertion point to the end of the selection.
Type or replace text	Place the insertion point where you want to start typing and type. If you have just selected text, the typing will overwrite the selection.
Fix Mistakes	Move the insertion point to the text to be corrected. Use backspace to delete characters to the left; use DELETE to delete characters to the right of the insertion point.
Copy or move text (using the clipboard)	Select the text to copy or move. To copy text, press CTRL-C (CMD-C for Mac) or click on the Copy button. To move text, press CTRL-X (CMD-X for Mac) or click on the Cut button.

Now, move the insertion point to the new location and press the Apple Command key + V (Mac) or CTRL-V (PC) or click on the Paste button.

Copy or move text (using drag and drop)	Select the text to copy or move. Move the mouse pointer inside the selected text. To copy, hold down the CTRL (CMD for Mac) key while dragging the text to its new location. To move the text, just drag it to the new location.

Sending a Message

1. Click New Message.

2. Address and compose your message.

3. Click Send.

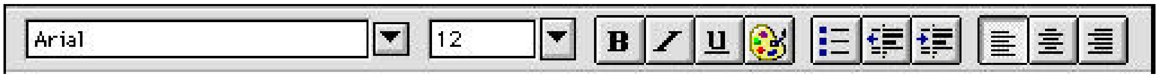
NOTE: The "Sent Items" folder may not have the default set to save a copy of messages that you send. See Appendix B-II for instructions on how to set this feature.

Saving While Composing a Message

You can save a message you are composing by going to the ***File*** on the toolbar choose ***Save***. Exchange will automatically save your outgoing message in your Inbox. Just double click on the message in the Inbox to begin working on it again.

Formatting a Message

MS Exchange permits formatting of text within e-mail messages. The Formatting toolbar allows you to select and format your message in the same manner as word processing software such as Word or WordPerfect.



Tip #5 TEXT FORMATTING WITH MESSAGES:

As long as you are sending to another MS Exchange user (Mac or PC), the formatted text will be received just fine. Those who receive their email in just about any other software package will **not** be able to see the special formatting

In addition to the toolbar buttons, there are several keyboard commands that will enhance your formatting skills.

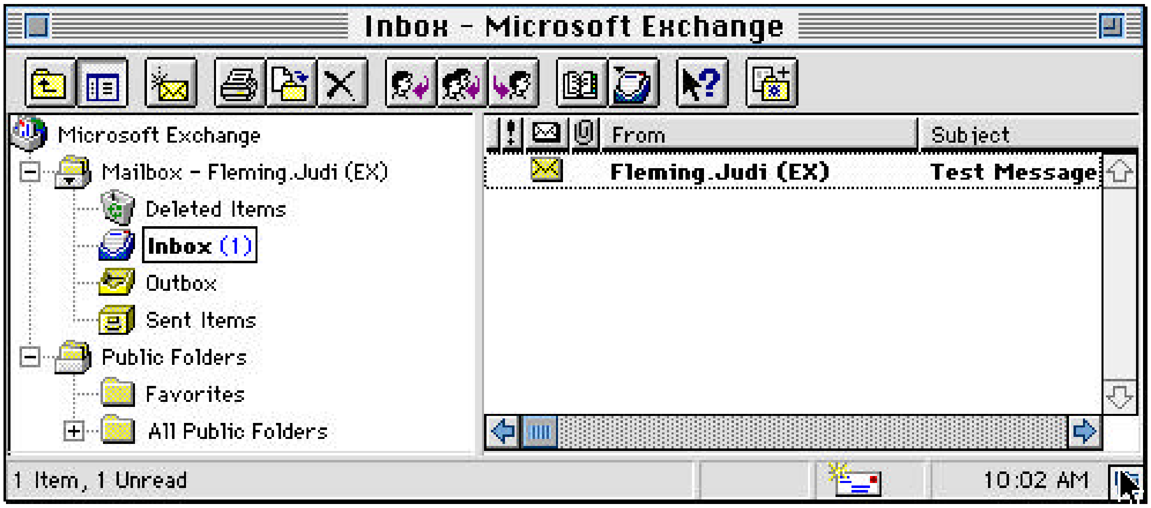
1. Hold down **Control** (for PC users), or the **Command** (for Mac users)

2. and press:

B for Bold	**E** to Center
I for Italic	**L** to Left Align
U for Underline	**G** to Right Align.

The Control/Command + Spacebar combination removes formatting from selected text.

Reading a Message


Inbox – Microsoft Exchange
Microsoft Exchange
Mailbox – Fleming.Judi (EX)
Deleted Items
Inbox (1)
Outbox
Sent Items
Public Folders
Favorites
All Public Folders
10:02 AM

!	✉	📎	From	Subject
	✉		**Fleming.Judi (EX)**	**Test Message**

1 Item, 1 Unread

1. From Microsoft Exchange, click the Inbox icon. Most people already have their inboxes set to open when they start Exchange, so this step is unnecessary for them.

2. Double-click the message you want to read.

3. Close when finished.

Printing a Message

1. Double-click the message to open it.

2. Click Print. or choose ***File***, ***Print***.

Replying to a Message

1. Double-click message to open or have it selected in the Inbox.
2. Click ***Reply To Sender*** to send reply to original sender. **-OR-**

Click ***Reply To All*** to respond to original sender as well as anyone in the ***Cc*** box.

3. Type your response response and click ***Send***.
   (It will contain a copy of the original message below the area where it automatically waits for you to reply.)

Forwarding a Message

1. Double-click message to open.
2. Click ***Forward***.
3. Type forwarding address on **To:** line and add desired text to message (it will contain a copy of the original message).
4. Click ***Send***.

Attaching Documents to Messages

Tip #6 SENDING ATTACHMENTS:

There are at least three ways to add an Attachment to your email message.

One: unfortunately this only works on the PC at this time but if both the new e-mail message window is open and the window with the file you wish to attach is open and accessible, simply click on the file and drag it to the body of the e-mail message and drop it there. The file will be attached to the message.

Two: from the menu line select ***Insert***, ***File*** and select the item.

Three: from the toolbar click on the Paperclip button (see below).

1. From the ***New Message*** window, click ***Insert File***.

2. Choose file(s) to attach. Click ***OK***.

NOTE: You can also use this option to insert text into the message.

******************************_**Important Considerations**_******************************

A Word Of Caution: Normally as long as you are sending to another MS Exchange user, the attachment should transfer correctly. If you are sending to someone using Eudora, there is a good possibility that it will also transfer correctly as well.

But other considerations have to be made in addition to this. What word processor or spreadsheet program is your recipient using? Also, what version of that application? If they are using an earlier version or are on a PC while you are on a Mac, there may still be problems. If you would like a more detailed discussion of this topic, please review the web pages Jack Field has prepared at:

http://www.niehs.nih.gov/guide/xchgdocs.htm and

http://www.niehs.nih.gov/guide/saveas.htm

****

Opening and Saving Attached Documents

If you have an attachment that cannot be opened properly by double-clicking on the attached document icon inside of a message.

Word Document

Excel Document

Text Document

FileMaker Document

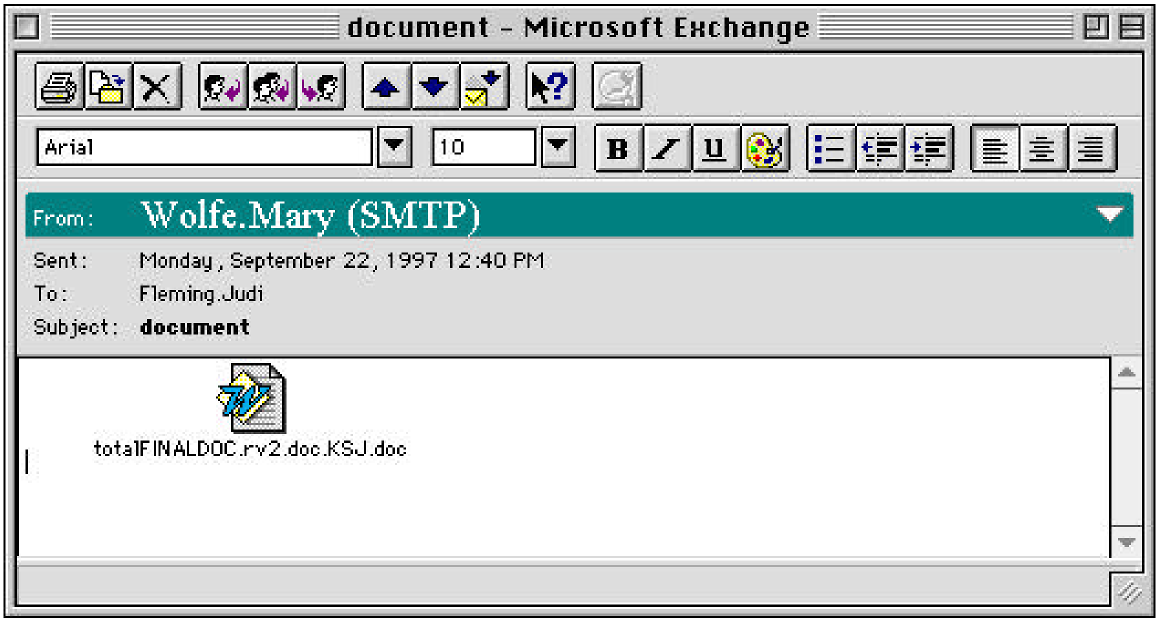
Graphic Image

PowerPoint Document

Please note that you **must** have that type of software (Word, PowerPoint, Excel, etc.) on your computer in a version that is the same (or newer) than the attached document version.

If someone sends you a document created on a newer version of the software package (i.e. Office 97: Word 97, Excel 97, PowerPoint 97) and you have an older version, you **will not** be able to open it either by double-clicking or by these instructions without translation software such as MacLink Plus or by having the sender Save As to your lower version.

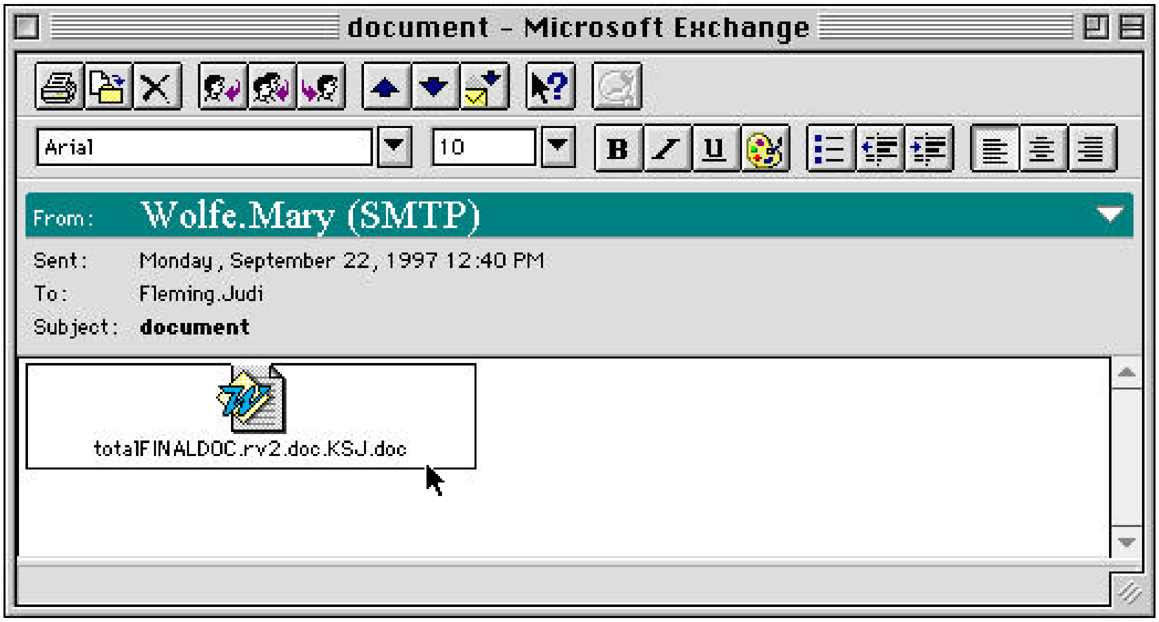
Note: Office 95: Word 7, Excel 7, PowerPoint 7 can be read by Macintosh Office 4.2.1 versions: Word 6, Excel 5, or PowerPoint 4.0 and vise-versa.



From: Wolfe.Mary (SMTP)
Sent: Monday, September 22, 1997 12:40 PM
To: Fleming.Judi
Subject: **document**

totalFINALDOC.rv2.doc.KSJ.doc

1. Click once on the attached document in the email message, (this puts an outline around it).



document - Microsoft Exchange

From: Wolfe.Mary (SMTP)
Sent: Monday, September 22, 1997 12:40 PM
To: Fleming.Judi
Subject: **document**

totalFINALDOC.rv2.doc.KSJ.doc

2. From the menu items, select **File**, **Save As**.

3. Save the document to a location on your hard drive or in a folder that you prefer.

4. Launch the software package for the document type of the attachment. (Pick Word or Word Perfect for a word proccessing document, Excel or Lotus for a spreadsheet document, etc.)

5. From the menu items, select **File**, **Open** and open the document that you have saved to a location on your computer. (You will have to show it where you save the document.)

Note: To your computer, this is **very** different from either opening the email message and double-clicking or saving the file and simply double-clicking on it from your desktop. When you do either double-click, you are allowing the computer to select a program to launch to go with the document and it cannot always find something that is compatible. You should always open transmitted documents follwing these steps so that it can open with appropriate programs.

Deleting Mail

1. From ***Inbox***, select message(s) to delete.
(Hold down while clicking to select more than one message).

2. Click ***Delete***. ✕ or press CTRL-D (CMD-D for Mac) or choose File, Delete from the menu items.

NOTE: Deleted mail messages (found in "Deleted Items" folder) will be permanently deleted upon "Exit and Logoff."

Personal Folders

Personal folders store messages on your local hard drive. Most systems at NIEHS were set up to have personal folders. However, if your computer is not being backed up regularly, you may need to store your messages to the server.

The default install of MS Exchange at NIEHS is to have a personal address book set up upon completion of a new install or migrate one from the user’s previous mail package.

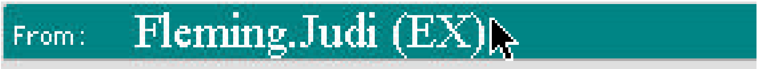
If you were one of the individuals who where migrated from MS Mail, it is no longer necessary to have NIEHS employees’ addresses stored in your Personal Address Book as the Global Distribution List contains all of these individuals.

Tip #7 PERSONAL ADDRESS BOOK:

Your Personal Address Book is available under the ***Tools***, ***Address Book*** menu command. The actual file is kept locally on your hard disk. On the PC/Windows side of the world, it is located in your Windows directory and is usually called MAILBOX.PAB. On the Mac side, it is located in the Microsoft Exchange folder and is called Personal Address Book. You can copy that file off onto a floppy disk for backup purposes from time to time and be fairly certain you will never have to rebuild your address book again.

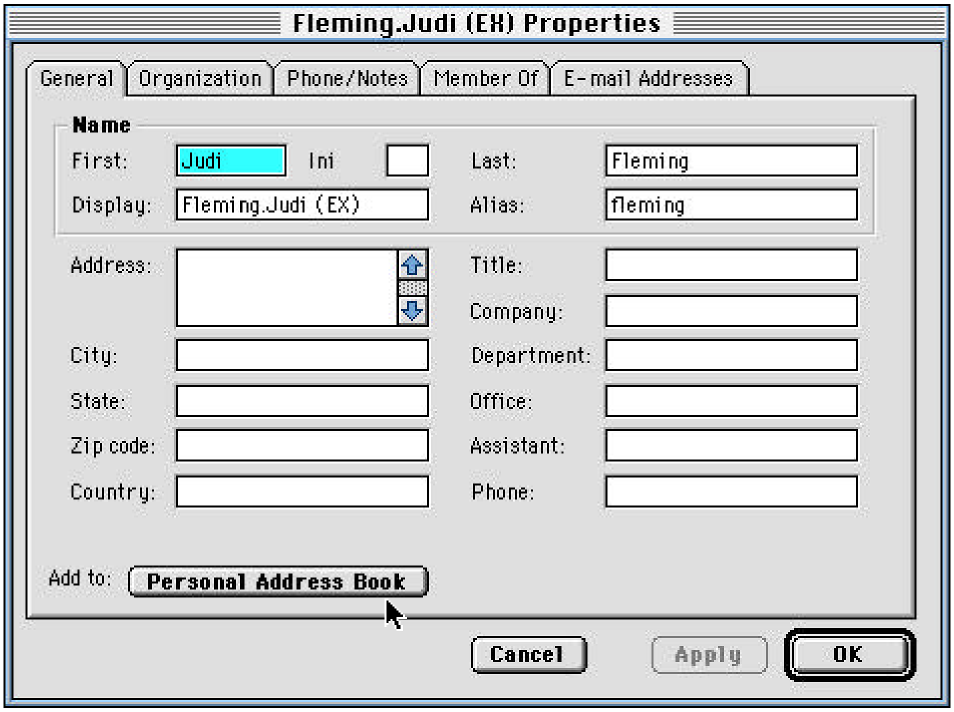
Tip #8 ADD E-MAIL NAME TO PERSONAL ADDRESS BOOK (PAB):

To add the e-mail address of the message sender to your Personal Address Book, simply double-click on the ***sender's name*** in the ***From*** line of the message.



From: Fleming.Judi (EX)

When the information window opens up, look near the bottom of the window for the option "***Add to: Personal Address Book.***" Click on that button once and the name and address will be added to your Personal Address Book then close the window.



Fleming.Judi (EX) Properties

Name

First: Judi

Display: Fleming.Judi (EX)

Last: Fleming

Alias: fleming

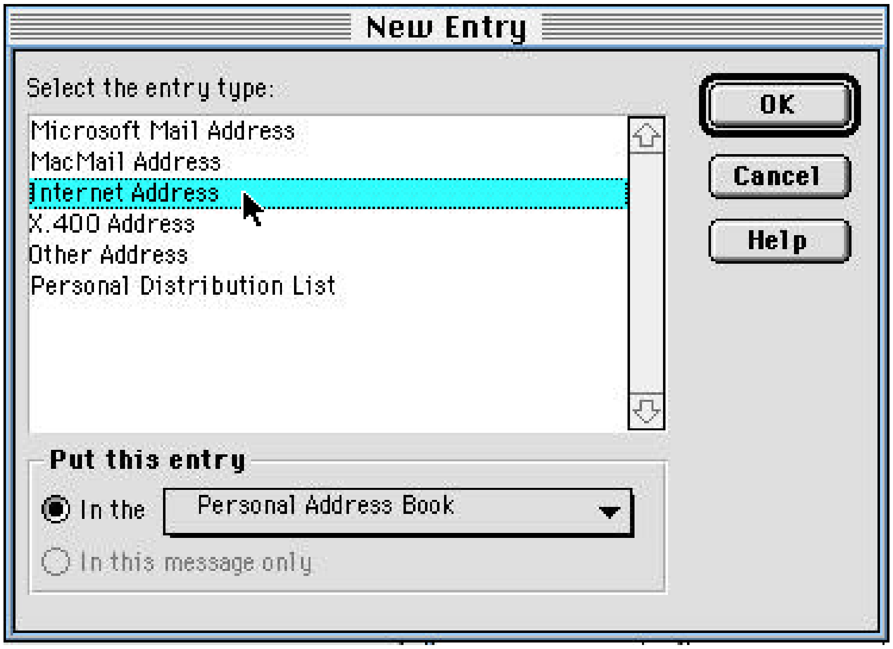
General
Organization
Phone/Notes
Member Of
E-mail Addresses
Ini
Address:
City:
State:
Zip code:
Country:
Title:
Company:
Department:
Office:
Assistant:
Phone:
Add to:
Personal Address Book
Cancel
Apply
OK

(MS Windows for Workgroups and MS Windows 95 users can simply click right mouse button on the sender's name and select, ***Add To Personal Address Book)***. This window will also show you the sender's original e-mail address.

Tip #9 ADDING NON-NIEHS E-MAILS NAMES TO YOUR PAB:

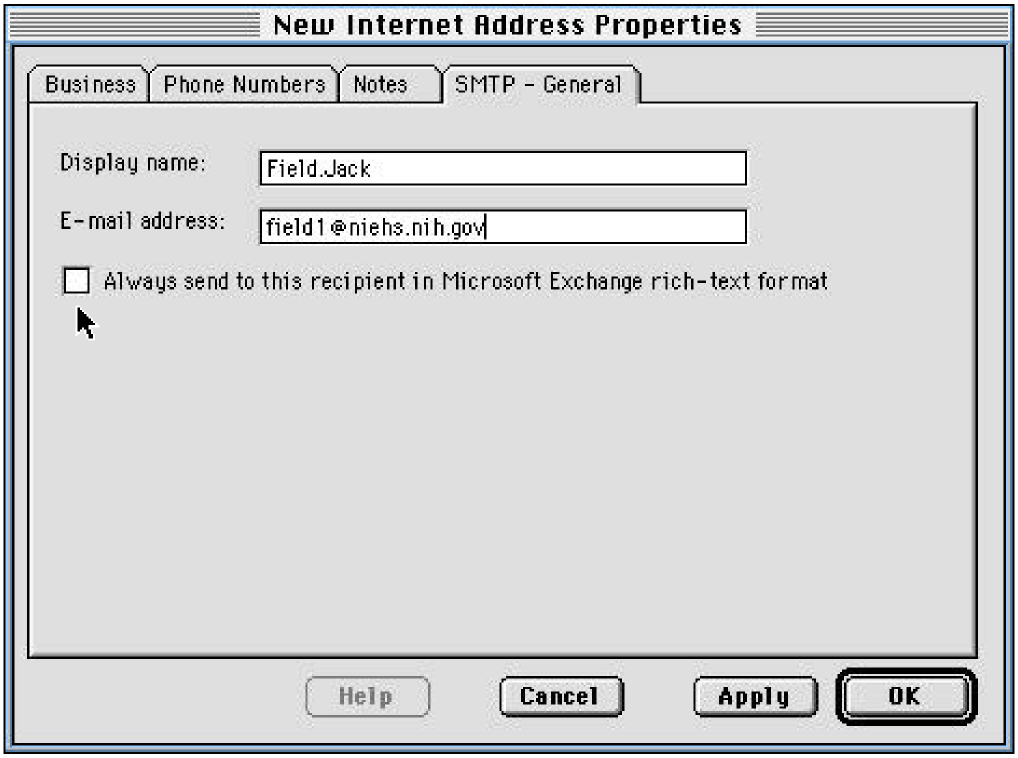
To add an e-mail address of a person outside of the Institute to your PAB, you must first bring up your Address Book. You can either go to the ***Tools*** command in the menu and select the ***Address Book*** item from the list or click on the little button on the toolbar that looks like a book.

Once the address book is open, click on the either the ***File***, ***New Entry*** command or click on the New Entry button


New Entry
Select the entry type:
Microsoft Mail Address
MacMail Address
Internet Address
X.400 Address
Other Address
Personal Distribution List
OK
Cancel
Help
Put this entry
In this message only

● In the Personal Address Book

When the New Entry window opens, double click on the ***Internet Address*** selection. When that window opens, enter the real name of the person (ex: Field.Jack) in the Display Name line and then the Internet address (ex: field1@niehs.nih.gov) in the E-Mail Address line.


New Internet Address Properties
Business
Phone Numbers
Notes
SMTP - General
Help
Cancel
Apply
OK

Display name: Field.Jack

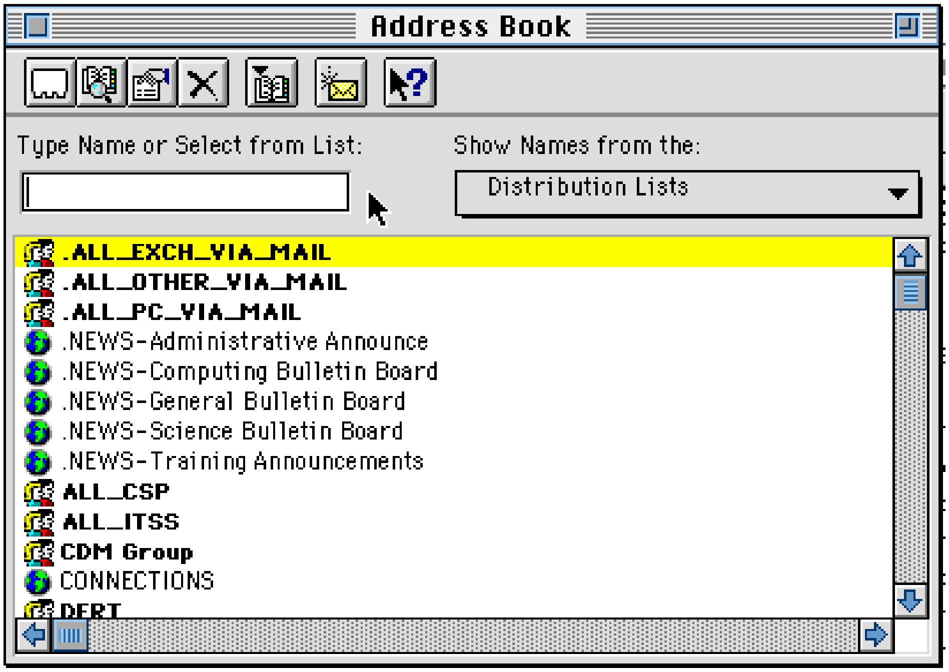
E-mail address: field1@niehs.nih.gov

☐ Always send to this recipient in Microsoft Exchange rich-text format

Tip #10 ADDING A PERSONAL DISTRIBUTION LIST TO YOUR PAB:

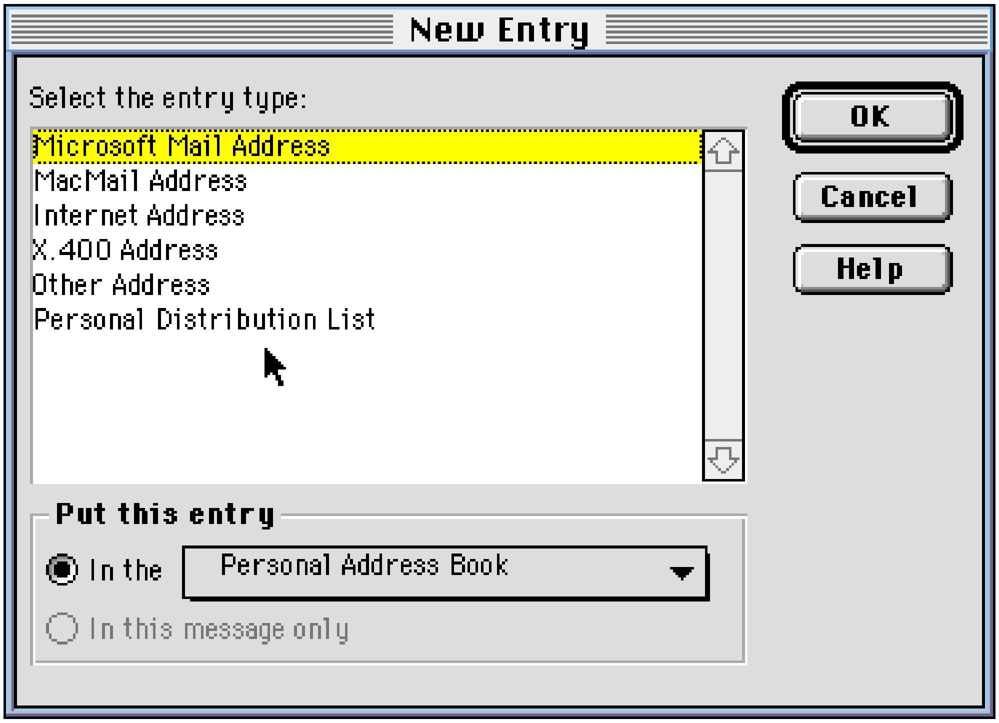
1. Again we must go to the Address Book as described in Tip #9 of this message.

2. Click on the New Entry toolbar button or use the menu items: ***File***, ***New Entry***.


Address Book
Type Name or Select from List:
.ALL_EXCH_VIA_MAIL
.ALL_OTHER_VIA_MAIL
.ALL_PC_VIA_MAIL
.NEWS-Administrative Announce
.NEWS-Computing Bulletin Board
.NEWS-General Bulletin Board
.NEWS-Science Bulletin Board
.NEWS-Training Announcements
ALL_CSP
ALL_ITSS
CDM Group
CONNECTIONS
DEPT

Show Names from the: Distribution Lists

3. When the New Entry window opens, double click on **Personal Distribution List**.


New Entry
Select the entry type:
Microsoft Mail Address
MacMail Address
Internet Address
X.400 Address
Other Address
Personal Distribution List
OK
Cancel
Help

Put this entry

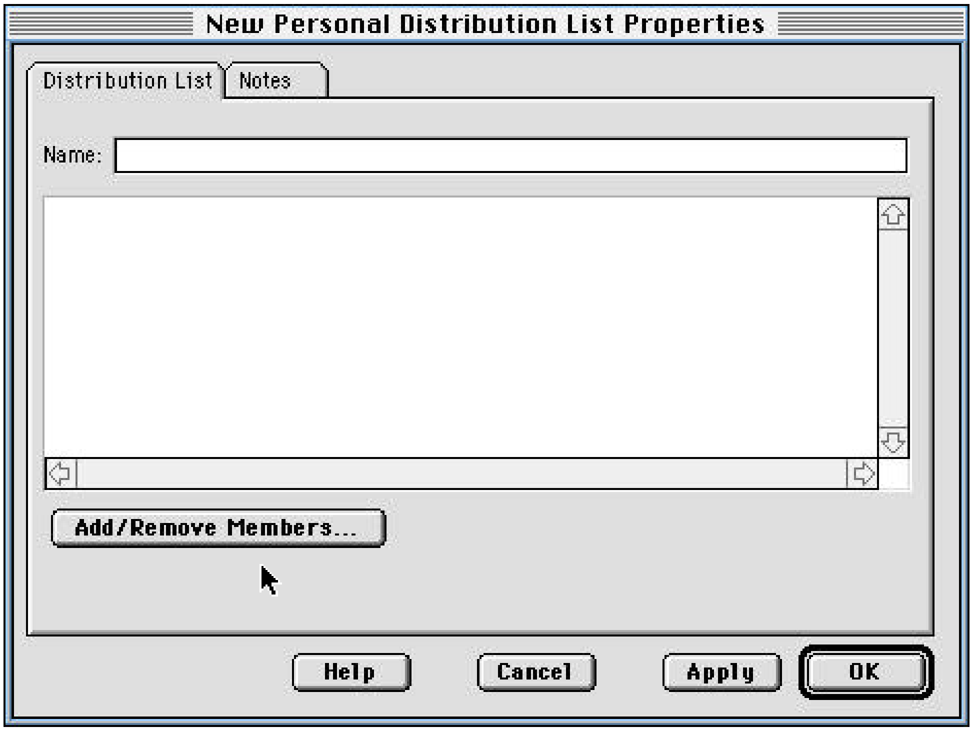
● In the Personal Address Book

○ In this message only

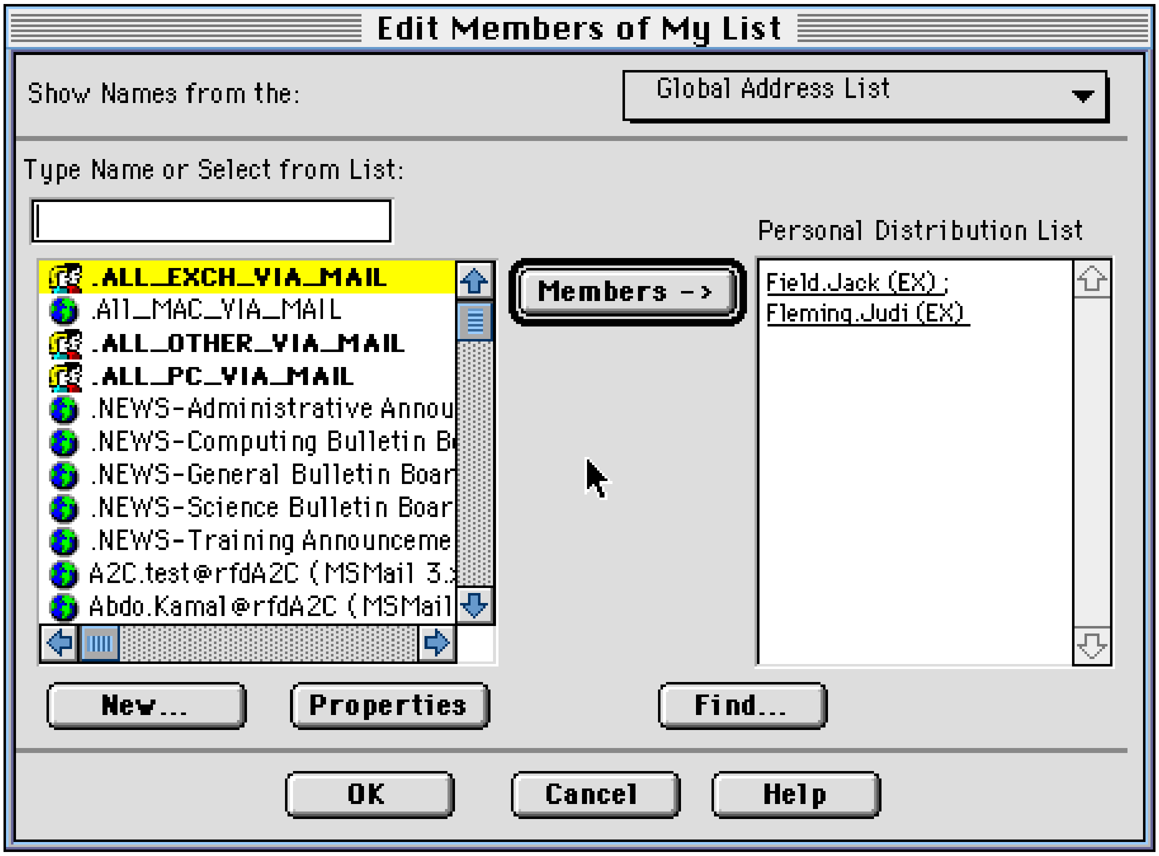
4. When the Personal Distribution List window opens,

   a. enter the name of the list on the Name line

b. and then click on the **Add/Remove Members** button.


New Personal Distribution List Properties
Distribution List
Notes
Name:
Add/Remove Members...
Help
Cancel
Apply
OK

5. In the upper right hand corner of the Edit New Personal Distribution List Members window, you can click on the down arrow and select between the **Global Address List** for NIEHS or your **Personal Address Book** to select the members for this list. Normally it is best to use the NIEHS GAL to add local recipients and use your PAB for non-NIEHS members you have already created.


Edit Members of My List
Type Name or Select from List:
Members ->
New...
Properties
Find...
OK
Cancel
Help

Show Names from the: Global Address List

.ALL_EXCH_VIA_MAIL
.All_MAC_VIA_MAIL
.ALL_OTHER_VIA_MAIL
.ALL_PC_VIA_MAIL
.NEWS-Administrative Annou
.NEWS-Computing Bulletin B
.NEWS-General Bulletin Boar
.NEWS-Science Bulletin Boar
.NEWS-Training Announceme
A2C.test@rfdA2C (MSMail 3.
Abdo.Kamal@rfdA2C (MSMail

Personal Distribution List

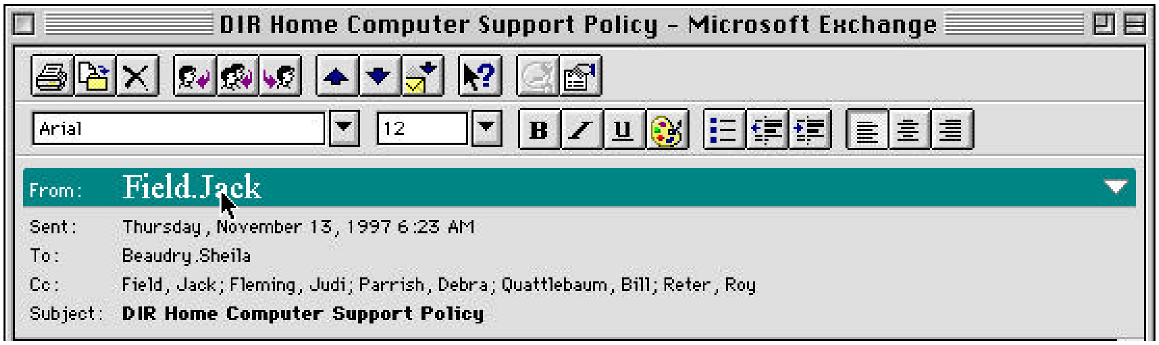
Field.Jack (EX);
Fleming.Judi (EX)

6. When you have finished, click on **OK**.

Adding People to Your Address Book from Messages Received

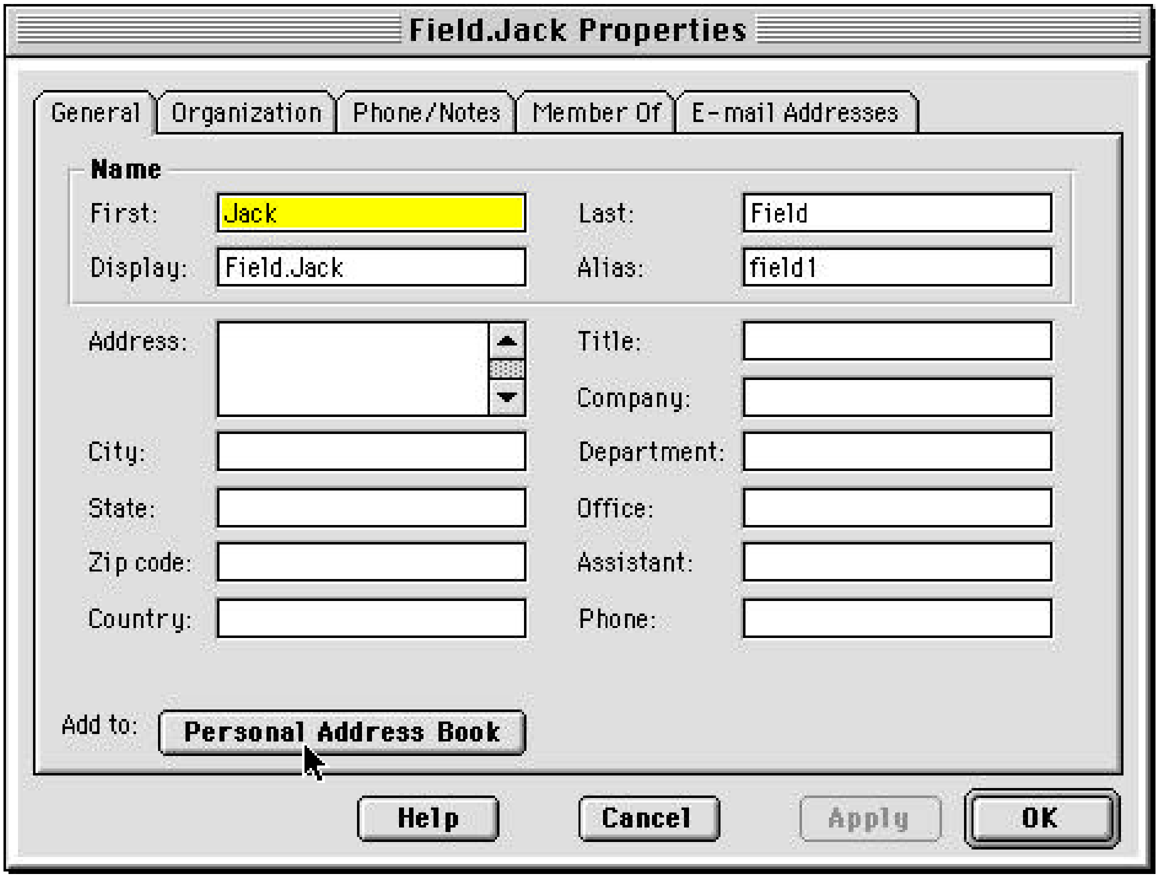
To add addresses from someone's email message to your Personal Address Book in version 5.0 of Exchange, do the following:

1. With the message open, double-click **on the sender's name** on the teal-colored "From:" line.


DIR Home Computer Support Policy - Microsoft Exchange
Arial
12
B
I
U

From: Field.Jack
Sent: Thursday, November 13, 1997 6:23 AM
To: Beaudry.Sheila
Cc: Field, Jack; Fleming, Judi; Parrish, Debra; Quattlebaum, Bill; Reter, Roy
Subject: **DIR Home Computer Support Policy**

2. When the **Properties** window opens, the **General** tab should be forward. It displays an **Add to: Personal Address Book** button on the bottom left of that screen. Click that button and close the window.



Field.Jack Properties
General
Organization
Phone/Notes
Member Of
E-mail Addresses
Name
Address:
Title:
Company:
City:
Department:
State:
Office:
Zip code:
Assistant:
Country:
Phone:
Add to:
Personal Address Book
Help
Cancel
Apply
OK

First: Jack
Last: Field
Display: Field.Jack
Alias: field1

Important Limitations

Sent Items Folder

Periodically, open the Sent Items folder on the server and move the items to the Sent Items under your Personal Folders on your hard drive. If you send messages infrequently, do this once a month, but if you are frequently sending mail, you might consider moving the messages once a week.

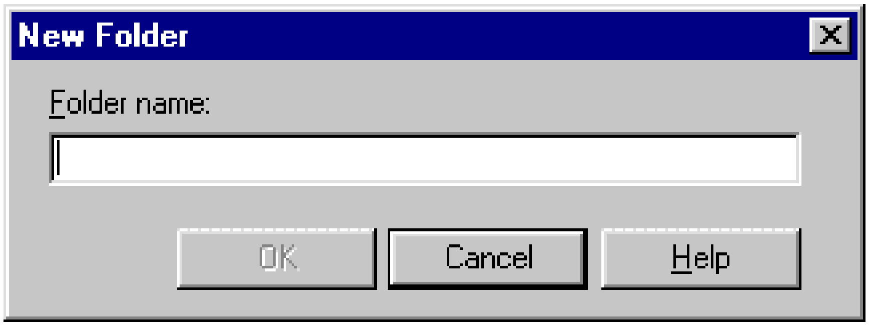
Inbox Items Folder

There can be a great deal of email traffic at NIEHS and soon you will notice that your Inbox is full of messages you haven't deleted for one reason or another. Because there are so many people using the system, full Inboxes (which are stored on the server) may bog down the server. It also takes longer for you to open Exchange when your account has so many messages residing in your Inbox. To remedy this, open the Inbox Items folder on the server and move the items to folders you create under your Personal Folders on your hard drive.

Setting up your Personal Folders

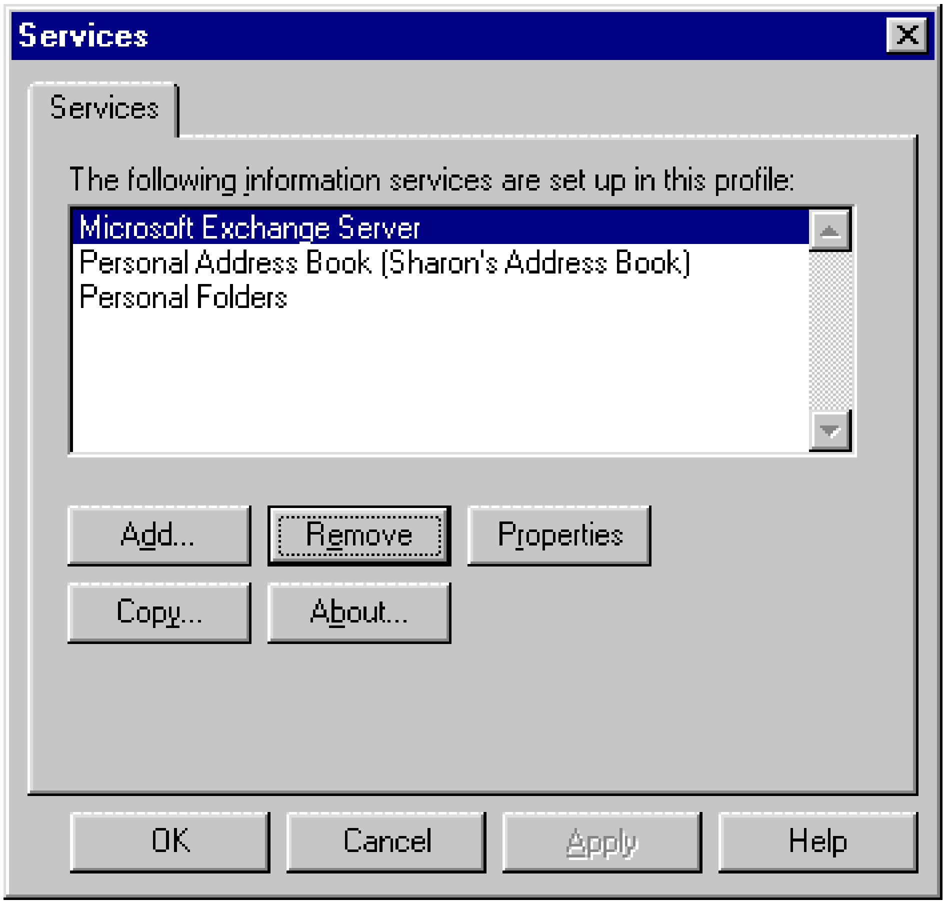
Creating a New Folder

It is easier to find messages when they are organized in folders.You can set up a folder and then set up subfolders inside of it. To create a folder, first highlight one of the main folders in the folders panel of the Viewer. If you wish to make a subfolder, highlight its parent folder. Now, select **File** and **New Folder**. the New Folder dialog will appear. (on a Macintosh, the new folder will simply appear on your desktop).



For PC users, type in the name of the New Folder and press ENTER or click on OK.

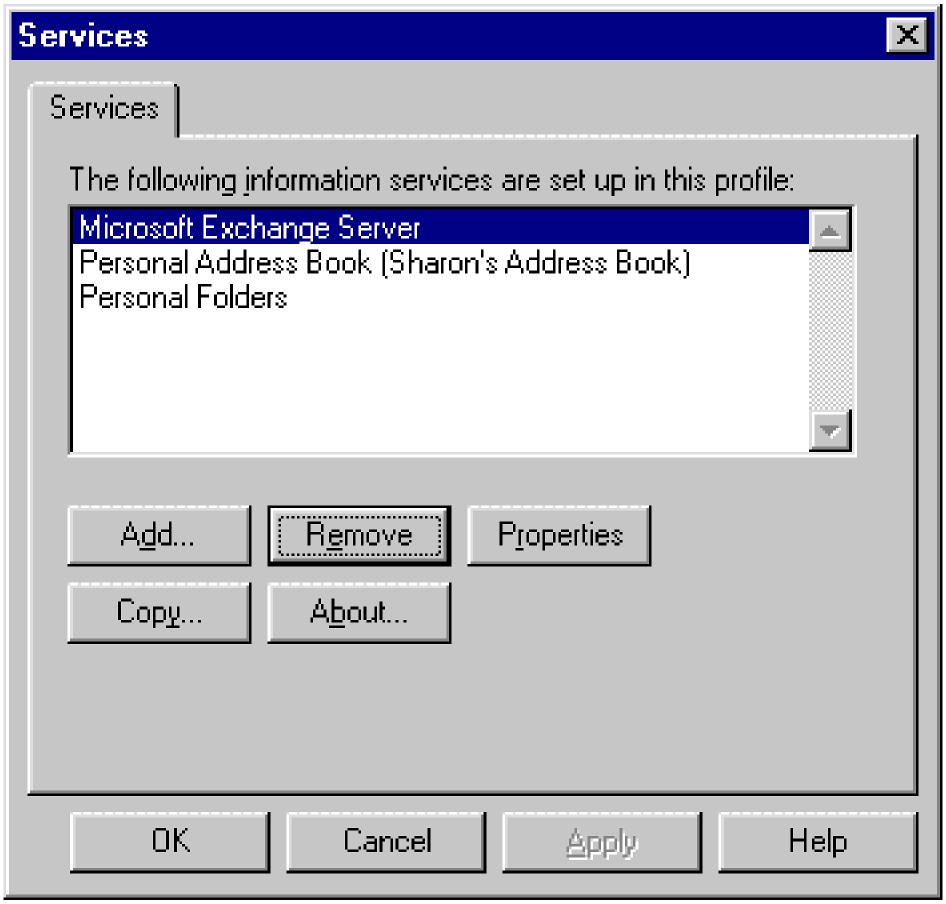
You currently have **Main Folders** for your Mailbox, any other mailboxes that you can attach to, **Personal Folders**, and **Public Folders**. You can create additional main folders (like Correspondence - 1996, Correspondence - 1997, etc). To make these main folders, select **Tools** and **Services** from the menu bar.


Services
Services
Add...
Remove
Properties
Copy...
About...
OK
Cancel
Apply
Help

The following information services are set up in this profile:

Microsoft Exchange Server
Personal Address Book (Sharon's Address Book)
Personal Folders

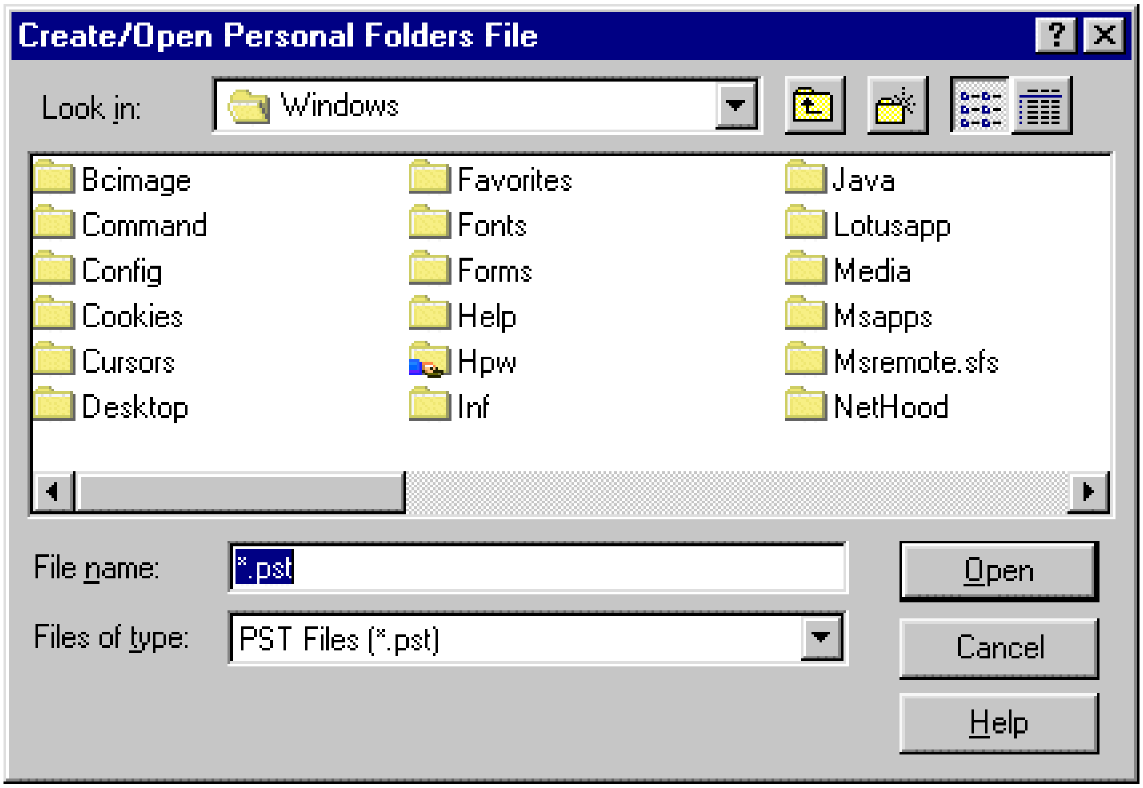
Click on the **Add** button to display the Add Service dialog.


Services
Services
Add...
Remove
Properties
Copy...
About...
OK
Cancel
Apply
Help

The following information services are set up in this profile:

Microsoft Exchange Server
Personal Address Book (Sharon's Address Book)
Personal Folders

Highlight **Personal Folders** and click on **OK**. This will display a **File Open** dialog.


Create/Open Personal Folders File
Bcimage
Command
Config
Cookies
Cursors
Desktop
Favorites
Fonts
Forms
Help
Hpw
Inf
Java
Lotusapp
Media
Msapps
Msremote.sfs
NetHood
Open
Cancel
Help

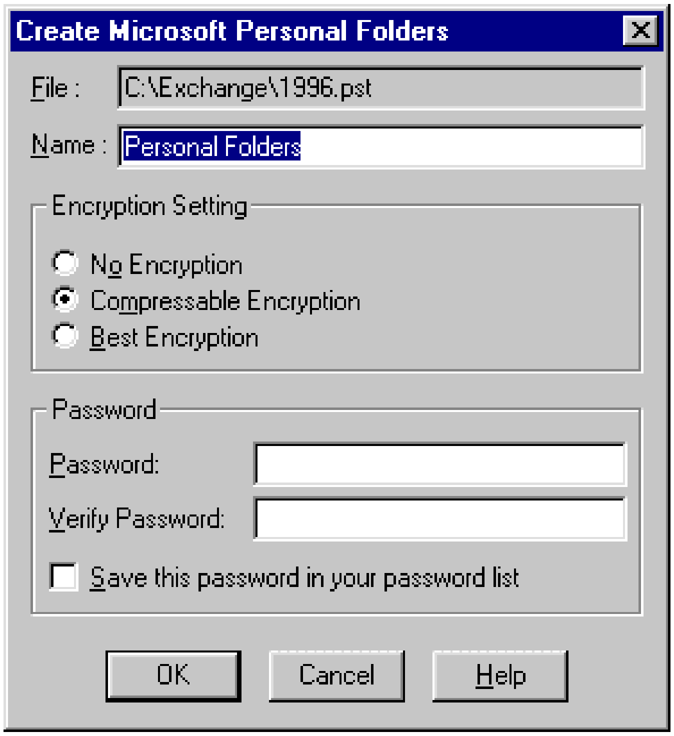
Look in: Windows

File name: *.pst

Files of type: PST Files (*.pst)

Find the location where you wish to store the folder and then:

1. Type in a name for the folder. The extension should be **.PST**.
2. Click on **Open** when you are finished.



Create Microsoft Personal Folders

File : C:\Exchange\1996.pst

Name : Personal Folders

Encryption Setting

○ No Encryption
● Compressable Encryption
○ Best Encryption

Password

Password:

Verify Password:

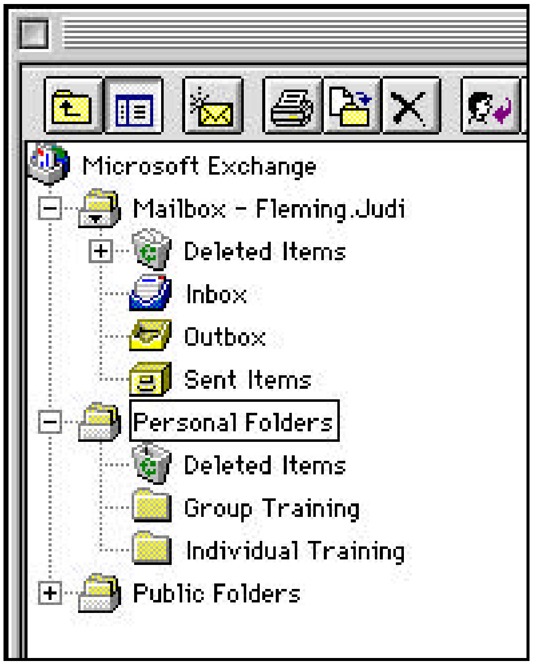
☐ Save this password in your password list

Each of the options is explained here for your convenience.

File	Displays the path and file name of the new personal folder file. This was set up previously.
Name	Type a display name for the new personal folder. This name will appear next to the new folder in the Viewer. The default name is "Personal Folders."
Encryption Setting	A personal folder file can be opened and read as a text file in other applications, even if it is password-protected. However, you can choose to secure the file by encrypting the information so that it will be unreadable in any other application. Select one of the following options to encrypt the information in your file. Note that this option cannot be changed after the personal folder file is created.
	No Encryption - Does not encrypt your file. The file can be opened and read in any application that reads text files.
	Compressible Encryption - Encrypts your file in a compressible format, which means that in addition to having the file encrypted, you can also compress the file so that it uses less space on your hard drive.
	Best Encryption - Encrypts your file in an uncompressible format. This option offers the greatest

	degree of protection. However, you cannot compress the file if it gets too large.
Password	Password-protecting your personal folder file is optional and provides added security. You will be prompted for the password when you start the Microsoft Exchange Client or connect to the personal folder file, unless you save the password in the password list.
	Password - Type a password for the personal folder file
	Verify Password - Type the password again to verify it.
	Save This Password In Your Password List - Stores your password in your password list so that you will not be prompted for the password each time you connect to this personal folder file. A password will only be required if you log on with a different name, or if another user attempts to connect to your personal folder file.

Once you have set all the options, click on **OK**. The folder will be created and will appear in the **Folders** panel of your viewer.


Microsoft Exchange
Mailbox - Fleming.Judi
Deleted Items
Inbox
Outbox
Sent Items
Personal Folders
Deleted Items
Group Training
Individual Training
Public Folders

Passwords

Official policy for passwords is detailed in **Appendix D**. If you need to change your password for whatever reason, please contact your Computer Support Person for assistance.

Appendix A

Advanced Features

Out of Office Assistant

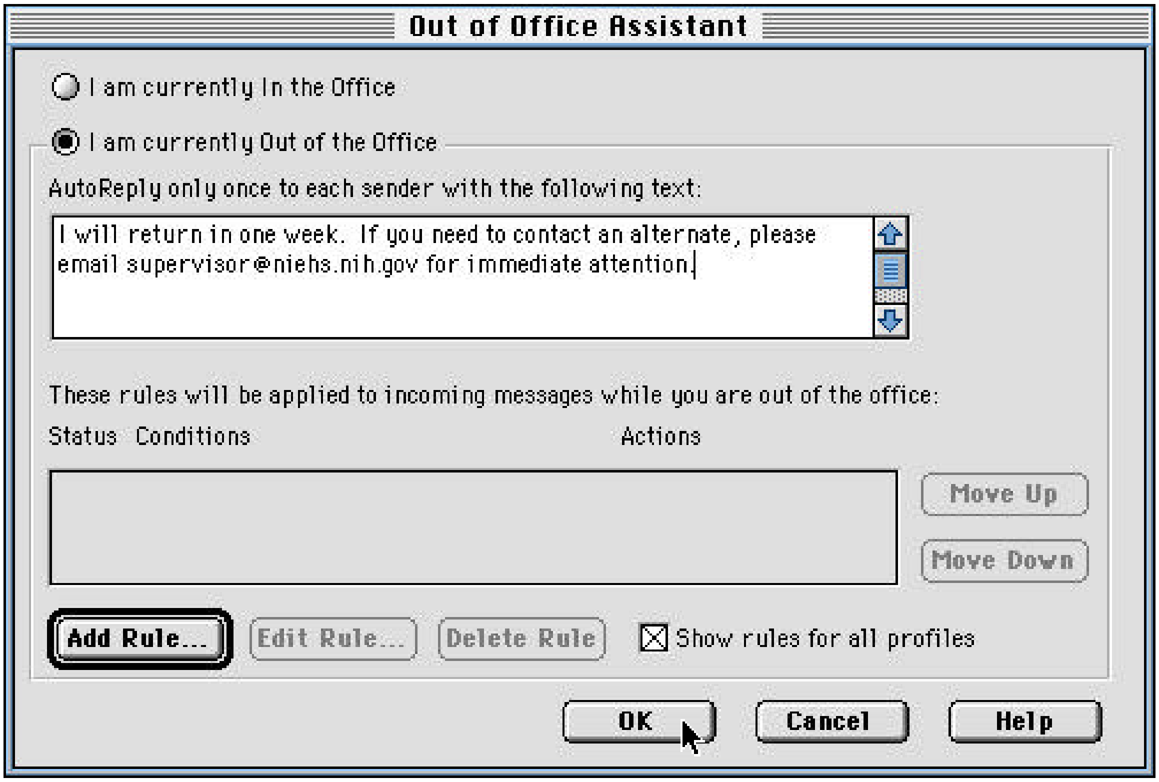
Say for example, you go to a long conference or a take a week-long vacation and you want people to know that you are currently unable to respond to their email messages. If they have urgent business, the system sents your AutoReply from the Out of Office Assistant so that they know you are unavailable. No matter how many times a person sends you information, they will only receive the notice once. All the email sent to you is safely stored until such time as you return to check it.

To take advantage of this feature:

1. From the **Tools** menu, choose **Out of Office Assistant**.

2. Click on the radio button “I am currently Out of the Office”

3. Fill in the necessary information as shown in the example below:



Out of Office Assistant

○ I am currently In the Office

● I am currently Out of the Office

AutoReply only once to each sender with the following text:

I will return in one week. If you need to contact an alternate, please email supervisor@niehs.nih.gov for immediate attention.

These rules will be applied to incoming messages while you are out of the office:

Status Conditions Actions

☒ Show rules for all profiles

4. Remember to reset the “I am currently in the Office” button when you return.

Copies kept of Sent Mail and Return Receipts

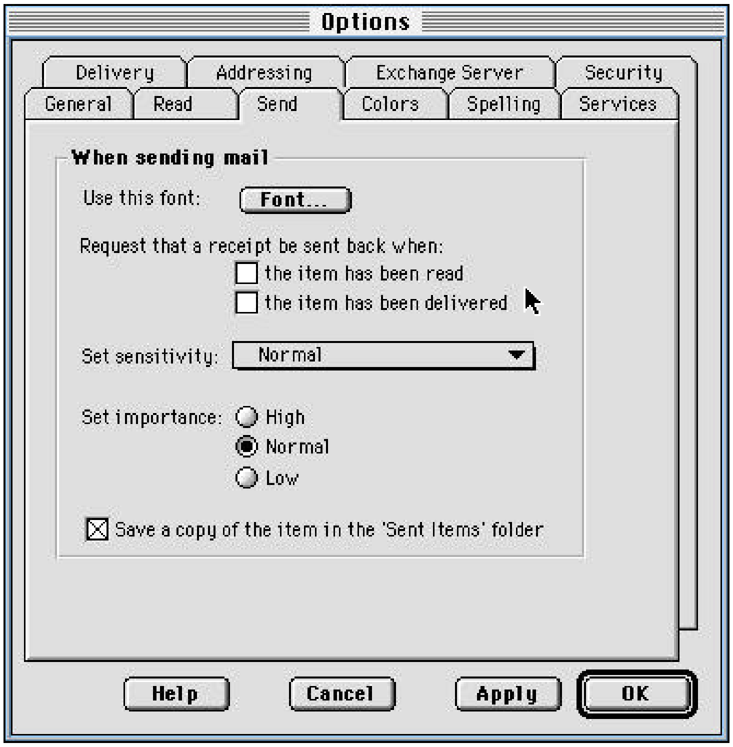
You have three choices when sending mail:

- Simply send it and rely upon the Mail Demons to notify you when your messages don't get delivered (a fairly reliable service if mail can't be delivered in 3-5 days);
- have Exchange tag the messages to let you know when the items you send have been delivered;
- or have Exchange tag the messages to let you know when the items you send have been read.

For the first choice, you simply do nothing. This feature happens in the background and is the default setting on most mail servers across the globe. To choose either of the latter two, follow these instructions:

1. From the **Tools** menu, choose **Options**, and then click on the **Send** tab.

2. Click on the preferred box beneath the "Request that a receipt be sent back when" section:


Options
Delivery
Addressing
Exchange Server
Security
General
Read
Send
Colors
Spelling
Services
Font...
Help
Cancel
Apply
OK

When sending mail

Use this font:

Request that a receipt be sent back when:
☐ the item has been read
☐ the item has been delivered

Set sensitivity: Normal

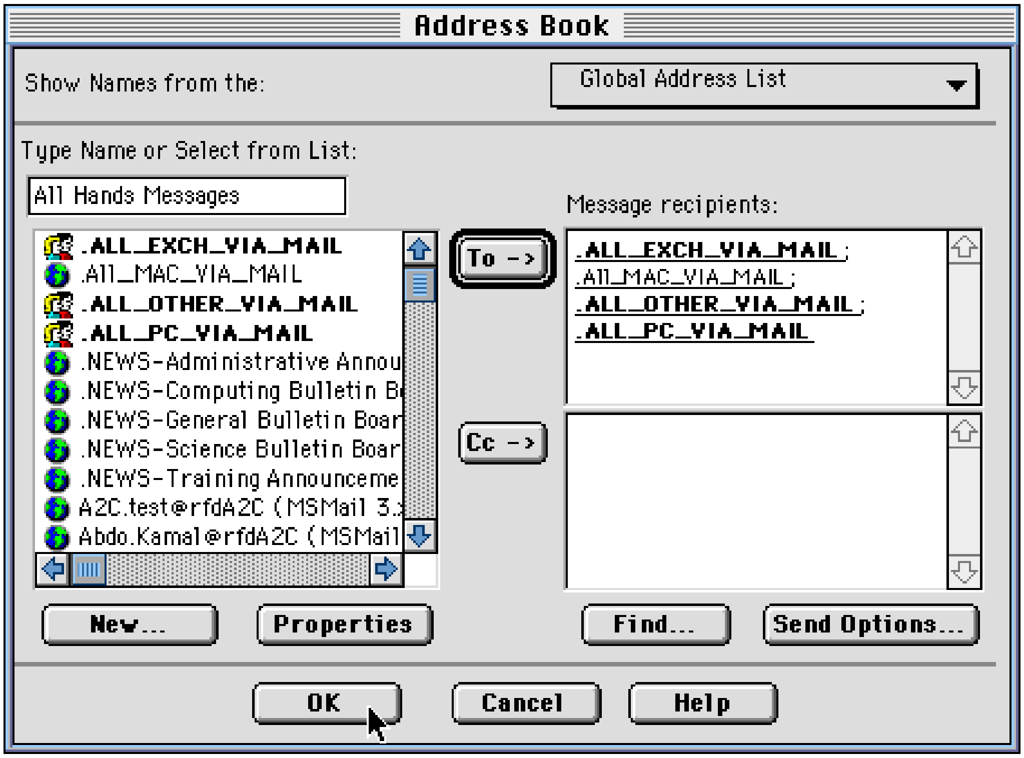
Set importance:
○ High
● Normal
○ Low

☒ Save a copy of the item in the 'Sent Items' folder

Note: When you choose either of these functions and keep them on, you will receive a mail message for each message you send out. This can fill up your in box fairly quickly, so remember to delete any unnecessary messages.

****Warning* *Warning* *Warning****

DO NOT use this feature of return receipts (upon delivery OR upon reading) when you send out “All Hands” messages:


Address Book

Show Names from the: Global Address List

Type Name or Select from List: All Hands Messages

- **.ALL_EXCH_VIA_MAIL**
- .All_MAC_VIA_MAIL
- **.ALL_OTHER_VIA_MAIL**
- **.ALL_PC_VIA_MAIL**
- .NEWS-Administrative Annou
- .NEWS-Computing Bulletin B
- .NEWS-General Bulletin Boar
- .NEWS-Science Bulletin Boar
- .NEWS-Training Announceme
- A2C.test@rfdA2C (MSMail 3.
- Abdo.Kamal@rfdA2C (MSMail

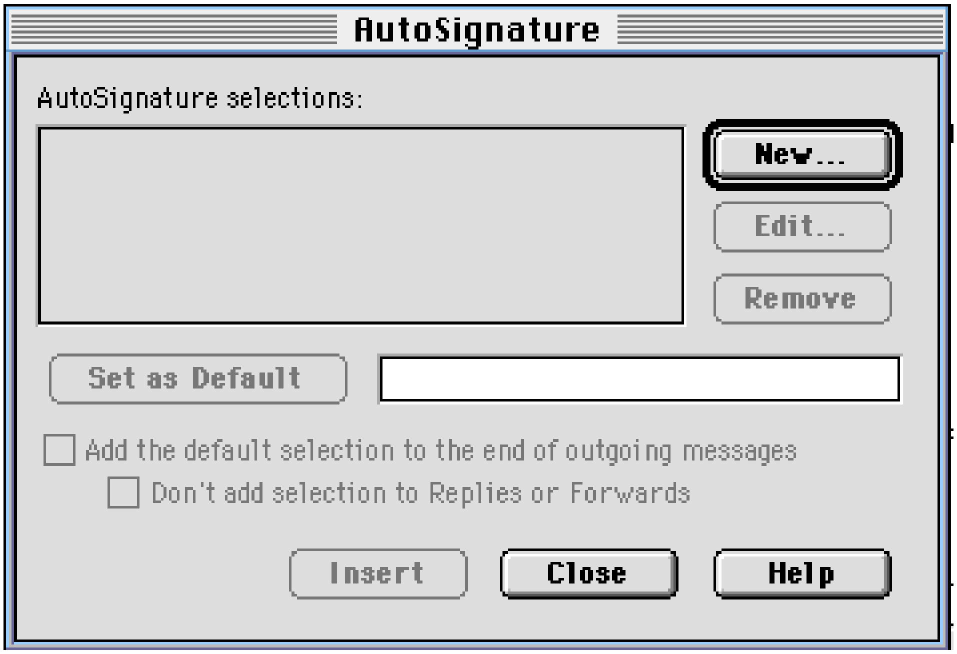
Message recipients:

To -> **.ALL_EXCH_VIA_MAIL**; .All_MAC_VIA_MAIL; **.ALL_OTHER_VIA_MAIL**; **.ALL_PC_VIA_MAIL**

AutoSignature

1. From the menu, choose **Tools**, **AutoSignature**.

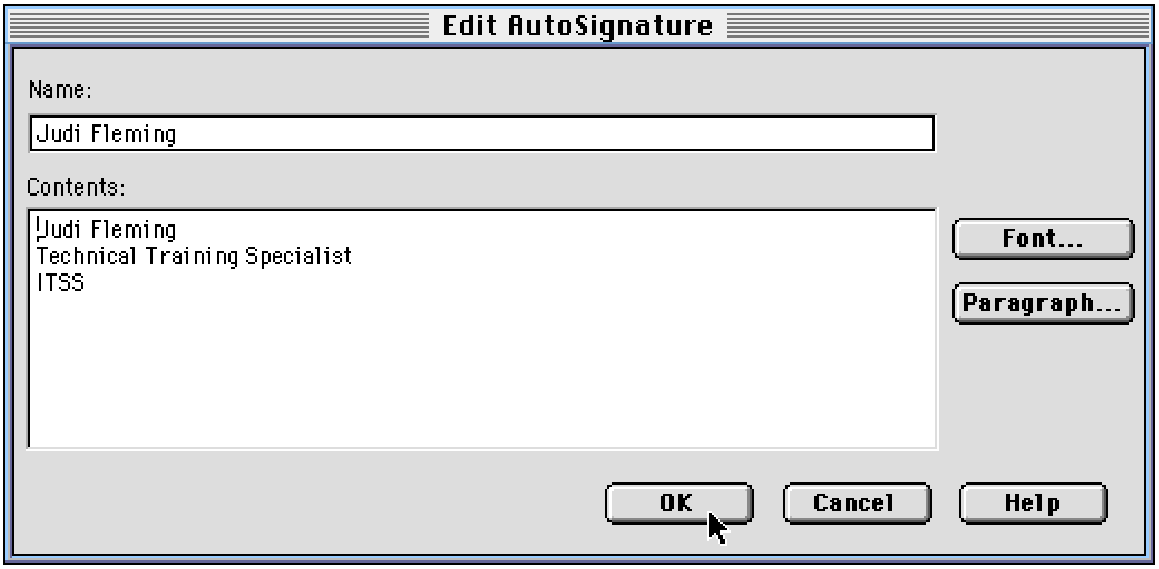
2. Click on the **New** button when the window opens.


AutoSignature
AutoSignature selections:
New...
Edit...
Remove
Set as Default
Insert
Close
Help

☐ Add the default selection to the end of outgoing messages

☐ Don't add selection to Replies or Forwards

3. Name the signature and then type in the information that you would like to appear.

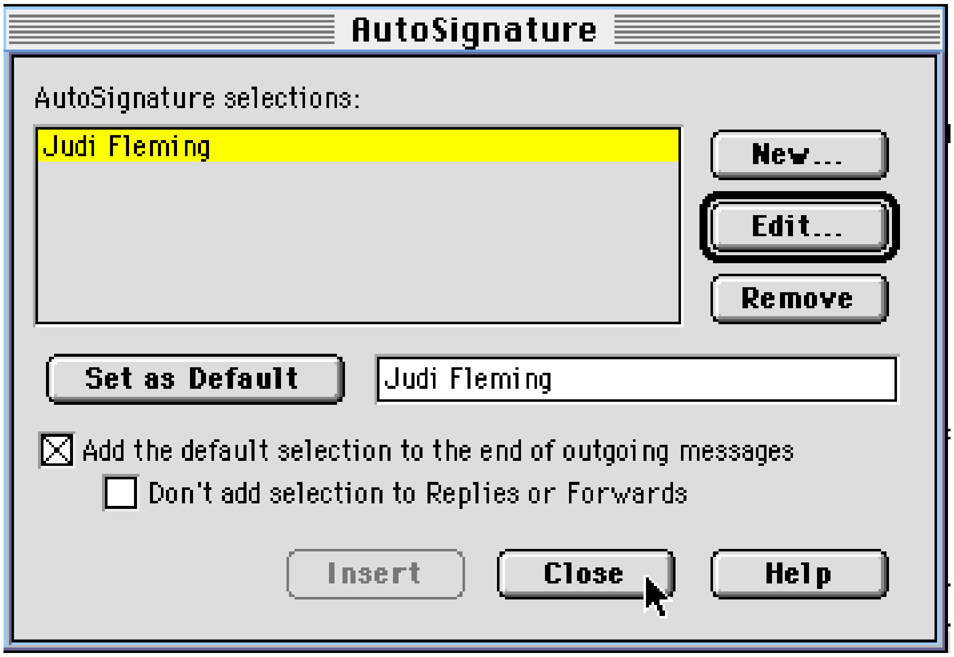

Edit AutoSignature
Font...
Paragraph...
OK
Cancel
Help

Name:
Judi Fleming

Contents:
Judi Fleming
Technical Training Specialist
ITSS

4. Click on **OK**.

5. When you want start using your AutoSignature, click on the box next to the "Add the default selection to the end of outgoing messages."


AutoSignature
New...
Edit...
Remove
Set as Default
Insert
Close
Help

AutoSignature selections:

Judi Fleming

Judi Fleming

☒ Add the default selection to the end of outgoing messages

☐ Don't add selection to Replies or Forwards

Note: You can make as many different signature lines as you prefer. You also have the option of adding it to the end of messages, but not at the end of forwarded or messages that you are replying to.

Appendix B

MS Exchange PC Keyboard Shortcuts

MS Exchange Macintosh Keyboard Shortcuts

MS Exchange PC Keyboard Shortcuts

SHIFT and Mouse Click on first and the the last consecutive messages that you would like to select a whole group.(to delete or move to another folder as a group).

CONTROL + Mouse Click on each non-consecutive message that you would like to select a whole group.(to delete or move to another folder as a group).

Menu Keyboard Shortcuts

CTRL + A = Select all
CTRL + SHIFT + B = Open the Address Book
CTRL + C = Copy text or graphics
CTRL + SHIFT + C = Copy an item to a folder
CTRL + D = Delete an item
CTRL + F = Forward an item
CTRL + SHIFT + F = Find
CTRL + H = Replace text
CTRL + SHIFT + I = Open the Inbox
CTRL + K = Check names
CTRL + M = Deliver mail now
CTRL + SHIFT + M = Move an item to a folder
CTRL + N = Compose a new message
CTRL + > or CTRL + SHIFT + N = View the next item
CTRL + O or ENTER = Open
CTRL + SHIFT + O = Open the Outbox
CTRL + P = Print
CTRL + < or CTRL + SHIFT + P = View the previous item
CTRL + R = Reply to sender
CTRL + SHIFT + R = Reply to all
CTRL + S = Save
CTRL + ENTER or ALT + S = Send an item
CTRL + V = Paste text or graphics
CTRL + X = Cut text or graphics
CTRL + Z = Undo the last action

Formatting Keyboard Shortcuts

CTRL + B = Make text bold
CTRL + I = Italicize text
CTRL + U = Underline text
CTRL + SPACEBAR = Remove text formatting
CTRL + SHIFT + L = Add or remove bullets
CTRL + E = Center a paragraph
CTRL + L = Left-align a paragraph
CTRL + G = Right-align a paragraph
CTRL + T = Increase indentation to next default tab stop
CTRL + SHIFT + T = Decrease indentation to previous default tab stop
CTRL + Q = Stop All Paragraph Formatting

MS Exchange Macintosh Keyboard Shortcuts

SHIFT and Mouse Click on first and the the last consecutive messages that you would like to select a whole group.(to delete or move to another folder as a group).

COMMAND + Mouse Click on each non-consecutive message that you would like to select a whole group.(to delete or move to another folder as a group).

Menu Keyboard Shortcuts

COMMAND + A = Select all
COMMAND + SHIFT + B = Open the Address Book
COMMAND + C = Copy text or graphics
COMMAND + SHIFT + C = Copy an item to a folder
COMMAND + D = Delete an item
COMMAND + F = Forward an item
COMMAND + SHIFT + F = Find
COMMAND + H = Replace text
COMMAND + SHIFT + I = Open the Inbox
COMMAND + K = Check names
COMMAND + M = Deliver mail now
COMMAND + SHIFT + M = Move an item to a folder
COMMAND + N = Compose a new message
COMMAND + > or COMMAND + SHIFT + N = View the next item
COMMAND + O or ENTER = Open
COMMAND + SHIFT + O = Open the Outbox
COMMAND + P = Print
COMMAND + < or COMMAND + SHIFT + P = View the previous item
COMMAND + R = Reply to sender
COMMAND + SHIFT + R = Reply to all
COMMAND + S = Save
COMMAND + ENTER or ALT + S = Send an item
COMMAND + V = Paste text or graphics
COMMAND + X = Cut text or graphics
COMMAND + Z = Undo the last action

Formatting Keyboard Shortcuts

COMMAND + B = Make text bold
COMMAND + I = Italicize text
COMMAND + U = Underline text
COMMAND + SPACEBAR = Remove text formatting
COMMAND + SHIFT + L = Add or remove bullets
COMMAND + E = Center a paragraph
COMMAND + L = Left-align a paragraph
COMMAND + G = Right-align a paragraph
COMMAND + T = Increase indentation to next default tab stop
COMMAND + SHIFT + T = Decrease indentation to previous default tab stop
COMMAND + Q = Stop All Paragraph Formatting

Useful URL Addresses

http://www.yahoo.com/Arts/Visual_Arts/Computer_Generated/ASCII_Art/Smilies/

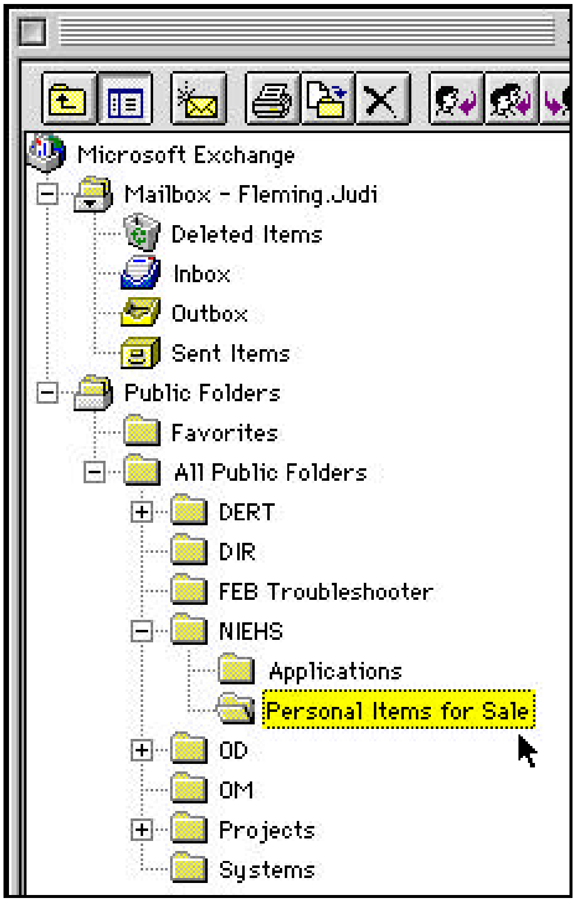
This link is to links that will give you smileycon/emoticons for use in email messages.

Appendix C

Getting the Word Out: What is Right and What is Wrong

Messages to Everyone at NIEHS

We have begun the implementation of **public folders** in Microsoft Exchange and will be doing more in the future. Public folders are found near the bottom of the left pane within the Exchange client window. They contain postings in the form of e-mails and hence serve as bulletin-boards (taking the place of the somewhat-loathed all-hands messages) and as newsgroups.


Microsoft Exchange
Mailbox - Fleming.Judi
Deleted Items
Inbox
Outbox
Sent Items
Public Folders
Favorites
All Public Folders
DERT
DIR
FEB Troubleshooter
NIEHS
Applications
Personal Items for Sale
OD
OM
Projects
Systems

We now have a better way to post **For Sale** or **Wanted** notices at NIEHS. Rather than sending an e-mail addressed to several "all" distributions lists, in Microsoft Exchange, just post a message in the Personal Items for Sale folder under the NIEHS public folder. Microsoft Mail users can send a mail message to: Personal Items for Sale. For others the outside address is forsale@niehs.nih.gov. All items will be automatically deleted after 30 days; however, if you post an item and sell it before 30 days, please delete your message. **Please do not use regular e-mail to post items for sale now that we have this public folder available.**

Public Folders

How to create a new item in a public folder

1. Open the public folder in which you want to create an item (Personal Items for Sale).
2. On the **File** menu, point to **New**, and then click on **Post in this Folder**.
3. Type a subject for the new item. Type in your message.
4. Click on **Post**.

How to delete an item or file from a public folder

To delete items or files from a public folder, you must have permission. You have permission to delete any item that you posted to the Personal Items for Sale public folder.

1. Open the public folder you want to delete items from (Personal Items for Sale).
2. Select the items or files you want to delete.
3. Click **Delete**.

How to identify a folder as a favorite

If you are interested in knowing if there is any activity in a public folder, you can identify it as a favorite and you will be notified of any unread messages.

1. If the Folder List is not visible in the left side of your Exchange window, click **Folder List** to show it.
2. Under Public Folders, click the public folder you want to add as a shortcut to the Favorites folder.
3. On the **File** menu, point to **Folder**, and then click **Add to Public Folder Favorites**.

If you have any questions about how to do this, please contact your local computer support person (CSP) for assistance.

Sheila B. Beaudry
OAO Corp.
2222 East Hwy. 54
Beta Bldg., Suite 470, Rm. 402
Durham, NC 27713
919-361-5444 x402
Fax 919-361-9680

NIEHS ITSS Contract
Task Leader: Distributed Computing Support
NIEHS Mail drop: B3-03

Appendix D

Introduction to Computer Security at NIEHS

Computers play a significant role in the daily business of NIEHS. The goal of the Computer Security Officer at NIEHS, Dan Litton, is to assure that all computer users are as fully informed as possible in the role and meaning of security at a government installation. As identified in the Computer Security Act of 1987 and subsequent guidelines and policies enumerated by NIH, each user is responsible for their own computing environment and the consequences of not complying with those policies. This brief document will outline NIEHS computing resources and suggested means to protect your data that resides on your personal desktop computer or the mainframe Vax computer in building 101 at South Campus. TCB (the Technical Computing Branch) manages the Vax computers and provides guidance in managing the desktop computers via CSPs located in most branches and divisions.

Purchasing computers at NIEHS:

As much as possible NIEHS has standardized on certain PC and Mac/Apple configurations for the following reasons:

1. To ensure hardware and software compatibility throughout the organization;
2. To aid in cross-training of end-user computing systems users;
3. To maintain compatibility of telecommunications capabilities and protocols;
4. To take advantage of vendor volume purchase agreements.

VAX Computer Center Security:

VAX PASSWORD SECURITY - information and recommended procedures:

- TCB demands good password security
- The VAX Operating System requires passwords change every three months
- Passwords cannot be re-used within a 12 month period
- Passwords must be at least 6, and no more than 32 alphanumeric characters

- Passwords should not be a recognizable word; phrases joined together (no spaces) are recommended
- Request you report any irregularities to your CSP by phone to SYSTEMS by VAXMail

Recommendations for maintaining passwords:

- Use more than A - Z (use that unders, dashes, etc.)
- Choose an unlikely password, don't use names of your pets, wife, sports team, etc.
- Change passwords more frequently than required
- Don't write it down where it can be seen, don't put it under your keyboard or similar place
- Don't tell anyone else, don't share your account with anyone. Ask your CSP about used shared directories on the VAX if you need to share data.
- For lost passwords, contact your CSP and he/she will get you a new one in a reasonable amount of time. The old password is lost and cannot be re-used

Data Protection Policies:

- Routine backup of user files daily and full user disk backups are done weekly; essential backups are stored off-site in fire-proof facility in the event of major catastrophe
- Users can archive data to tape upon request using the ARCHICER utility
- Controlled access to the Computer Room; only authorized users have access;
- One account per person, one person per account; there is no VAX account sharing
- Signature required for special situations, ie, if user needs copy of someone else's data, he needs written approval (memo) of other user

Suspicious Actions that should be reported to the CSP, Systems staff or Security Officer:

- Unexplained login attempts on your account, this will be obvious at login time, ie, "x Failures since last login"
- A sudden inability to login to your own Vax account
- A report from the SHOW USERS command indicating you are logged into another terminal
- Software or files you did not write in your user directory
- Unexplained changes in protection on your files that would allow someone to copy your files or delte your files
- Reduction in the availability of resources, eg, your disk quota changes drastically since last login or over time
- Existence in your directory of software or files that you did not write
- Unrequested listings generated under your USERNAME that show up in your printout area

BE SUSPICIOUS. Be safe rather than sorry!!!!!

User responsibilities for both Vax and Desktop Computing:

- Do not leave terminal logged on when you are away from your desk; either logoff or password
- protect you terminal/computer

Procedures for PC/MAC/Desktop computing:

- Use software from reputable sources
- Treat public domain software and software from large distribution area with caution; always scan disks with appropriate scanning software prior to use on your desktop computer (ask CSP for NIEHS standard virus software suggestions)
- Have virus and backup SW available so that scanning and backups can be accomplished in efficient manner
- Check commercial software for viruses
- Write protect and backup original SW disks to prevent accidental deletions or corruption of master disks and provide safety valve in case you do

- Comply with copyright laws; commercial software for desktop computing is copyrighted and unauthorized use and duplication is a violation of U.S. Government policy and could lead to loss of job and litigation by owner's of the software.
- Know the difference between passwords. They can exist in any combination:
- Start-up password, MS Mail password, VAX password, screen saver password, NIH password, disklock password, etc. Depending on which password is involved, a computer support person may be able to assist you in resetting or deleting it.
- Passwords on encrypted files are usually unbreakable. Once a file has been encrypted and the password forgotten, not even the manufacturer can decrypt the file.

Protection and privacy of user data and sensitive data:

- Do not leave PCs or printers unattended if they are processing sensitive information
- Do not print sensitive information on network printers
- Do not leave personal computers unattended if they contain sensitive information or are running sensitive communications
- Treat your media with care; store write protected SW in a safe place
- Proper storage of diskettes to protect against extreme heat or cold, dust, water, or excess moisture;
- Storage of diskettes upright in envelopes and away from magnetic devices such as physical access control devices, radio speakers, and dictation equipment;
- Proper labeling and dating of diskettes to ensure positive identification of contents
- Each person is responsible for their own PC
- Periodically scan your hard disk
- Update your virus protection software regularly
- Use only one virus detection package on your system

Recommended for IBM & Clones: F-PROT Version 2.20
Recommended for Macintosh: SAM--Symantec Antivirus for

PHYSICAL SECURITY CONTROLS

- Hardware theft protection by use of anchor pad or bolting techniques.
- Have sufficient power for your computing equipment
- Use surge protectors
- Make cords and cables neat so that you can avoid accidentally powering off your computer or damaging your equipment
- Practice good habits regarding eating or drinking in your computer area
- Practice common sense; don't put anything on your PC that violates U.S. Government policies
- "SAVE AS" after the first sentence or two, giving the file a name to save to. Not all programs save the unnamed file as a temporary file.
- SAVE work every 15 minutes as you work
- Do not unplug cables from your system with the power on
- Never get up and leave your desk without saving your work.
- Don't panic if you think you've lost your Hard Drive data or have a virus; your CSP may be able to help recover or save your data if you contact them as soon as possible

Contact your CSP - he/she will be able to provide direction or proper staff to help with your questions.

The NIEHS Security Officer, Dan Litton, Tel. 541-2100 is the reference point for US Government security policy for NIEHS.

Last updated 29 May 97
Jed Dube
http://www.niehs.nih.gov/compuref/security/sec_info.htm

Appendix E

TOP TEN WAYS YOU CAN HELP IMPROVE OUR MAIL SYSTEM

As we all know from time to time Microsoft Mail for both the PC and the Mac has had difficulties. The contract Central Support Staff, the CTB branch and the DIR Computer Support Personnel have been working diligently to rectify these problems and evaluate future options.

In the mean time, we would like to ask for your assistance. Actually, this is a appeal for you to help yourself by reviewing this simple Top Ten List of MS Mail Tips that will make a major impact on the way MS Mail Client and Server handles our electronic mail traffic. If you have any questions regarding these items or how to accomplish them, please contact your CSP for assistance.

1. DELETE ALL UNNECESSARY MAIL

This is the one thing that congests the server more quickly than anything else. If you truly do not need that mail message or have old, duplicate or reply version copies in your folders, please delete them and free up space for new incoming mail.

2. DO NOT KEEP ALL YOUR MAIL MESSAGES IN YOUR "MAIL BOX" FOLDER ON THE MAC OR YOUR "INBOX" FOLDER ON YOUR PC

Simply create new mail folders with names that would identify and categorize your mail and move messages into them. This way new mail is not only easier to find but quicker to load (which is especially true when dialing in remotely).

3. DELETE MAIL MESSAGES WITH ENCLOSURES (MAC) / ATTACHMENTS (PC) AFTER YOU HAVE SAVED THE ACCOMPANYING FILES TO YOUR HARD DRIVE.

We know the mail server is a great place to "save" items that may be needed later but enclosures / attachments take up considerably more space on the server than do mail messages. Deleting these will help greatly.

4. CHECK THE "SENT MAIL" FOLDER FOR ACCUMULATED MAIL MESSAGES AND DELETE THE UNNEEDED ONES.

This option can be disabled under Preferences to keep mail from automatically being copied. For those messages you wish to keep a copy of, simply click on the OPTIONS button when writing your mail message and turn on the Save Sent Mail option. This will cause only that message to be copied to "Sent Mail" rather than all your messages.

5. DELETE ALL MAIL IN THE WASTEBASKET (MAC) / TRASH (PC).

This either can be done by hand or if the option to delete wastebasket/trash when quiting mail is turned on it will be done automatically for you upon exiting mail.

6. KEEP ONLY OFF-SITE SMTP MAIL ADDRESSES IN YOUR PERSONAL ADDRESS BOOK.

As we have had to further sub-divide the mail servers, the address books continually get out of sync with the users real address. If you turn off "Add all recipients to address book" option in the Preferences, internal addresses will not be automatically added to your Personal Address Book.

7. USE THE "ALL" LIST AND TYPE IN A FEW CHARACTERS OF THE LAST NAME OF THE PERSON YOU ARE LOOKING FOR.

When you hit the return (or enter) key the name will automatically appear clearing out all other names and if more than one person has the same name, you can then choose from a much smaller list.

8. PLEASE USE THE "ALL_MAC_VIA_MAIL" AND "ALL_PC_VIA_MAIL" LOGICALS WHEN CONTACTING EVERYONE BUT USE THEM JUDICIOUSLY.

The messages generated by these logicals has less an impact on the system and accomplish the same purpose as highlighting all the names in the All address list. But think twice before sending out a message to everyone at the Institute.

9. WHEN REPLYING TO A MAIL MESSAGE, BE SURE YOU ARE REPLYING TO JUST THE PERSON OR PERSONS YOU WANT.

Do not accidentally reply to an Institute wide message, if you only want to reply to the originator of that message.

10. USE DIGEST FOR LIST SERVERS.

Most list servers have a digest feature whereby the daily messages are all sent as one message, thereby reducing strain on the e-mail system. To find out the command to invoke the digest option, send a message to the list server adminstration (same account that you used to sign up to the service) with "help" as the subject and body of the message. The return "help" message will list the commands to chance your list service into digest mode.

Appendix F

CHAIN LETTER POLICY

To All Employees

From: Acting Director, Office of Information Resources Management (OIRM)

Subject: Chain Letters - Prohibited Use of NIH E-Mail and Internet Services

This is to remind all employees and authorized users of NIH network systems that NIH e-mail and Internet services are for government use in support of the NIH mission. The use of NIH network systems to send and forward chain letters and other inappropriate messages is prohibited. The proliferation of chain letters and other unauthorized ?mass mailings? causes network congestion and impedes the routing of legitimate e-mail messages.

Chain letters

A chain letter e-mail message, sent to several addressees, typically requests each recipient to send copies to additional individuals; as a result, its circulation increases geometrically. Chain letters generally have a similar pattern, consisting of three recognizable parts: (1) a hook, which catches the reader?s interest; (2) a threat, which warns of negative consequences if the chain is not maintained; and (3) a request, which asks that the message be forwarded to multiple addressees. Chain letters may claim a variety of warnings (e.g., personal misfortune) if the instruction to forward multiple messages is ignored.

If you receive an e-mail chain letter, you should simply delete it. If you also wish to report it, contact your information systems security officer (see list of contacts at http://wwwoirm.nih.gov/security/scroster.html). Other than forwarding the message--for reporting purposes--to your information systems security officer, you should never forward an e-mail chain letter to other individuals.

Other Prohibited Uses

Employees also are reminded of other prohibited uses of Government information resources:

- unlawful or other malicious activities prohibited on Federal property;
- display and printing of material or images which are sexually explicit, discriminatory or intended to harass;
- abusive language in public or private messages;
- computer games (unless used as a training tool); or
- misrepresentation of oneself or the NIH.

Appropriate Use of Government Resources

The Department of Health and Human Services' (DHHS) Standards of Conduct establishes specific requirements for the use of government property and federal information resources which include computers, telecommunications equipment, software, and other data/information services provided on NIH networks, such as e-mail and the Internet. Specifically, Section 2635.704 of the DHHS Standards of Conduct states that: "An employee has a duty to protect and conserve Government property and shall not use such property, or allow its use, for other than authorized purposes."

Responsibilities

It is the responsibility of NIH supervisory personnel, systems managers, and others with responsibility for information resources to ensure that NIH staff and authorized users are informed of the appropriate use of e-mail and the Internet to avoid any use of NIH networks in a manner that violates the DHHS Standards of Conduct. In addition, NIH managers should ensure that new employees and authorized users of NIH networks are informed of appropriate uses of NIH information resources as part of their introductory training or orientation. Please continue to include information regarding the appropriate use of information resources in all ICD orientation materials.

NIH employees and authorized users who use NIH e-mail, Internet services, and other information resources in a manner prohibited by the DHHS Standards of Conduct are subject to disciplinary action.

Additional Guidance

The following guidance is available through the OIRM Homepage (http://wwwoirm.nih.gov/):

Policy (http://wwwoirm.nih.gov/policy/)

- Appropriate Use of E-mail and Internet Services
- World Wide Web Guidance

Security (http://wwwoirm.nih.gov/security/)

- How to Handle Internet Chain Letters
- NIH Information Systems Security Officers

OIRM will also post this memorandum on the OIRM Homepage under Policy. If you or your staff have any questions concerning the above, please contact

Rick Hargett, (rh33a@nih.gov), OIRM, on x2-4457. Thank you for your cooperation in ensuring that NIH network services are used appropriately.

/s/

Dona R. Lenkin